USER'S MANUAL

For Users of the Livewire Apps

User's General Overview of the Livewire Software Apps

Apps of the Livewire Print Management System

Table of Contents

INTRODUCTION 8

TOPICS INCLUDED HERE: 8

PREREQUISITE DOCUMENTATION: 9

"Getting Started: The Website":.....9
"Getting Started: The Livewire Apps".....9
Your System Administrator:.....9

DEFINITION OF APPS AND APP SUITES: 11

The Livewire Software Apps.....11

SUMMARY OF THE STARTUP PROCESS: 12

THE INFRASTRUCTURE: 13

What is Cloud Computing and SaaS?.....13
Less in-house IT skills are needed.....13
Where is your data?.....14
Is your data secure?.....14
Where is the software?.....15

ARE THE APPS SUITABLE FOR YOUR BUSINESS? 15

What industries do we serve?.....15
Are our apps for large or small companies?.....15

DO WE SERVE 'IN-PLANT' DEPARTMENTS? 16

Budget Control.....16
Purchase Requisition Management. 16
In-Plant Chargeback. 16
Blanket Purchase Orders.....17

Table of Contents (Cont.)

REQUIREMENTS FOR YOUR COMPUTER 18

Java version 8.....18

Take note that there is also another programming language “Java Script” which is used extensively in web pages. Java Script operates within a web browser such as Safari, Mozilla or Internet Explorer. Java script is not the programming language used by the Livewire Software Apps. 18

PC or Mac.....18

Browser Not Required.....18

Memory & Speed:.....18

Internet Connection (High Speed):.....18

Printer:.....18

Disk Drive:.....18

You should have Adobe PDF reader installed.....19

CUSTOMER SUPPORT SERVICES: 19

Who are our CSRs?.....19

Which CSR will you get?.....19

Does our CSR know everything? Are all CSRs equally qualified? What can they do ?.....20

Phone-support. 21

System Maintenance. 21

Group-training. 21

On-site support. 21

HOW TO REQUEST SUPPORT SERVICES. 21

SOFTWARE CUSTOMIZATION: 21

Customization:.....21

“Ver: #1327” of the app ID = “005-10”. 22

PURCHASING APP LICENSES 23

Table of Contents (Cont.)

DOWNLOADING YOUR APPS:.....24
THE APP LAUNCHER & SECURITY.....24
What are the details regarding App Licenses?.....25
Prerequisite Apps:.....25
What about renewing a license?.....25
What are the App Prerequisites?.....25

APP LICENSES AND LICENSE EXPIRATION DATES 25

USAGE TOKENS: 26

What are the Tokens and monthly charges?.....26
What is a “Token Usage-Charge”?.....26
What is a “Token Data-Storage-Charges”?.....26
How do you monitor your token charges?.....26
How do you get more tokens?.....26
When do you have to buy “Tokens”?.....27
The login screen. 28

LOGGING INTO THE LIVEWIRE APPS 28

THE MAIN MENU 29

OPERATION OF THE MENU:.....30
NO VALID LICENSE:.....30
LOW TOKENS:.....30
Running a program:.....30
Saving the Menu state:.....31

SCREEN DISPLAY DESIGN: 32

NAVIGATING AROUND THE SCREEN: 33

Table of Contents (Cont.)

#1 General Information and Instructions.....33
#2 The Data Summary Table.....33
#3 The Record Data Fields – aka the Text Boxes.....33
#4 Bottom Row Buttons.....35
Additional buttons.....36
#5 The Reference Number Control.....36
#6 Additional Panels.....36

THE REFERENCE NUMBER CONTROL: 36

Entering Dates.....40

USER INTERFACE AND INTERACTION 42

Step #1. 43
Step #2. 43
Validation: 43
Validation: 44
Validation: 44
Escape Key:.....45

PROGRAM TYPES 47

PRODUCTION ACTIVITIES.....47
INQUIRIES & REPORTS.....47

TYPES OF PROGRAMS & DATA FILES: 47

OPERATIONS.....48
FILE MAINTAINANCE.....48

DATA FILE TYPES 48

SETTINGS FILES:.....48
BASE FILES:.....48

Table of Contents (Cont.)

TRANSACTION FILES: 49
HOLDING FILES:.....49
HISTORY FILES:.....49
DESCRIPTION:.....50
Preferences: 50
Defaults:.....50
Pick Lists:.....50

THE SETTINGS FILE MAINTENANCE 50

Standards: 51
Language: 51

THE BASE DATA FILES 52

WHAT ARE “FILES”, AKA: DATA TABLES 53
OPERATION OF A FILE MAINTENANCE PROGRAM:.....53
DATA SUMMARY TABLE:.....54
THE SEQEUENCE OF THE RECORDS:.....54
THE INITIALLY SELECTED RECORD:.....55
THE SEARCH FUNCTION:.....55
ASSIGNING KEYS:.....56
ALPHABETIC KEYS: 57
NUMERIC KEYS:.....58

OPERATING THE FILE MAINTENANCE PROGRAMS 59

SELECT THE RECORD YOU WANT TO VIEW OR EDIT:.....60
MODIFY ANY FIELD:.....61
RELATED RECORDS IN OTHER FILES.....62
ADD, DELETE, MODIFY, PRINT BUTTONS:.....62

CUSTOM REPORTS, FORMS AND EMAILS 65

Table of Contents (Cont.)

PROCESS TRACKING: 66

GENERAL ACCOUNTING OPERATIONS 66

ACCOUNTING PERIODS: 67

BATCHES: 67

Posting Batches:.....69
Closing the period:.....69
Closing the year:.....69

FINDING HELP AND DOCUMENTATION 71

User's General Overview of the Livewire Software Apps

INTRODUCTION

This document pertains to all Livewire Apps in general.

It does not focus on any specific App.

This document should be read before you begin using any of the Apps.

Certain information contained in this or other Livewire documents may also appear on the Livewire website.

As time passes and adjustments are made, the various sources of information may result in similar but altered details.

There may be differences. In this case, the information appearing on the website shall take precedence and will be considered to be Livewire's current policy.

TOPICS INCLUDED HERE:

This document includes information about:

SECTION I - Introductory Information

1. Prerequisite Documentation
2. Definition Of Apps And App Suites
3. Summary Of The Startup Process
4. The Infrastructure – Cloud Computing And Software As A Service
5. Are The Apps Suitable For Your Business?
6. Requirements For Your Computer Hardware And Your Local Operating Environment.
7. Customer Support Services
8. Software Customization
9. Purchasing App Licenses And Downloading The Apps.
10. App Licenses And License Expiration Dates
11. Usage Tokens

SECTION II – Basic Operating Instructions

12. Logging into the Livewire Apps Suite
13. The Main Menu
14. Navigating the Main Menu and finding a program.
15. Screen Display Design
16. The Reference Number Control
17. User Interface and Interaction
18. Types of Programs
19. The Settings Files
20. The Base Data Files
21. The File Maintenance Programs
22. Custom Reports, Forms and Emails

PREREQUISITE DOCUMENTATION:

Prior to reading this document, you should first read:

"Getting Started: The Website":

https://s3.amazonaws.com/lwpdf/000/GetStarted+Website.pdf

This document covers functions that are done on the Livewire website.

The functions discussed in this document are:

- Your computer workstation requirements.
- How to register on the Livewire website.
- How to add users for your company on the website.
- Assigning website roles to each user.
- Downloading or viewing user documentation.
- Viewing demonstration videos.
- How to purchase Livewire App licenses.

"Getting Started: The Livewire Apps"

https://s3.amazonaws.com/lwpdf/000/Getting+Started+With+Apps.pdf

This document deals with following topics:

- How to download the Apps you have purchased.
- How to authorize the downloaded Apps to save data on your local disk drive.
- How to launch the Apps Login screen.
- The Main Menu. How to select an App and one of its functions - programs.

Your System Administrator:

"System Administration App User's Manual"

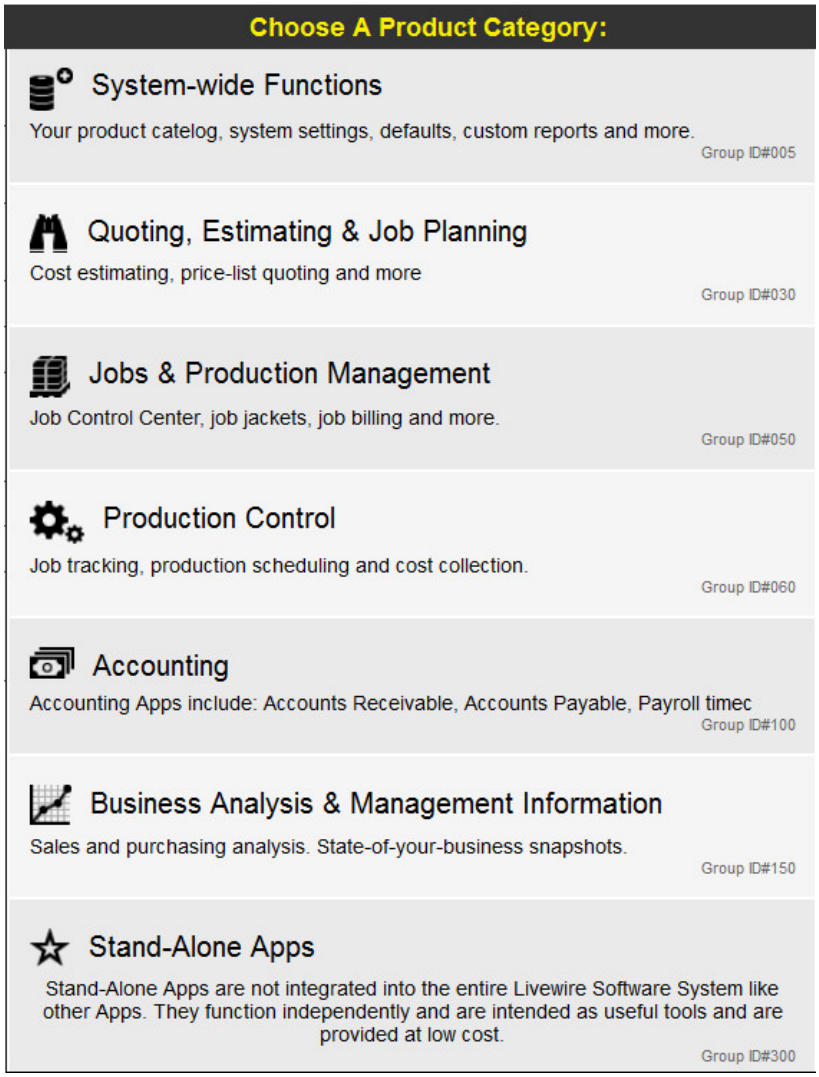
https://s3.amazonaws.com/lwpdf/000/System+Administration.pdf

This document includes information about a special App named "System Administration App".

Your company may have more than one System Administrator, but only those individuals can access this App.

The Livewire Apps are are written in Java utilizing the most current technology. Your database is "in-the=-clouds".

This App provides overall control of your company profile, your company's users and what user permissions each user has, you company's basic financial parameters such as when your fiscal year begins and what the beginning and ending dates for your accounting periods are.


Choose A Product Category:
System-wide Functions
Your product catelog, system settings, defaults, custom reports and more.
Group ID#005
Quoting, Estimating & Job Planning
Cost estimating, price-list quoting and more
Group ID#030
Jobs & Production Management
Job Control Center, job jackets, job billing and more.
Group ID#050
Production Control
Job tracking, production scheduling and cost collection.
Group ID#060
Accounting
Accounting Apps include: Accounts Receivable, Accounts Payable, Payroll timec
Group ID#100
Business Analysis & Management Information
Sales and purchasing analysis. State-of-your-business snapshots.
Group ID#150
Stand-Alone Apps
Stand-Alone Apps are not integrated into the entire Livewire Software System like other Apps. They function independently and are intended as useful tools and are provided at low cost.
Group ID#300

The 40+ Livewire Apps are organized into Product Categories as seen from this page on the website. A category can be selected to reveal the Apps in that category.

DEFINITION OF APPS AND APP SUITES:

The Livewire Software Apps.

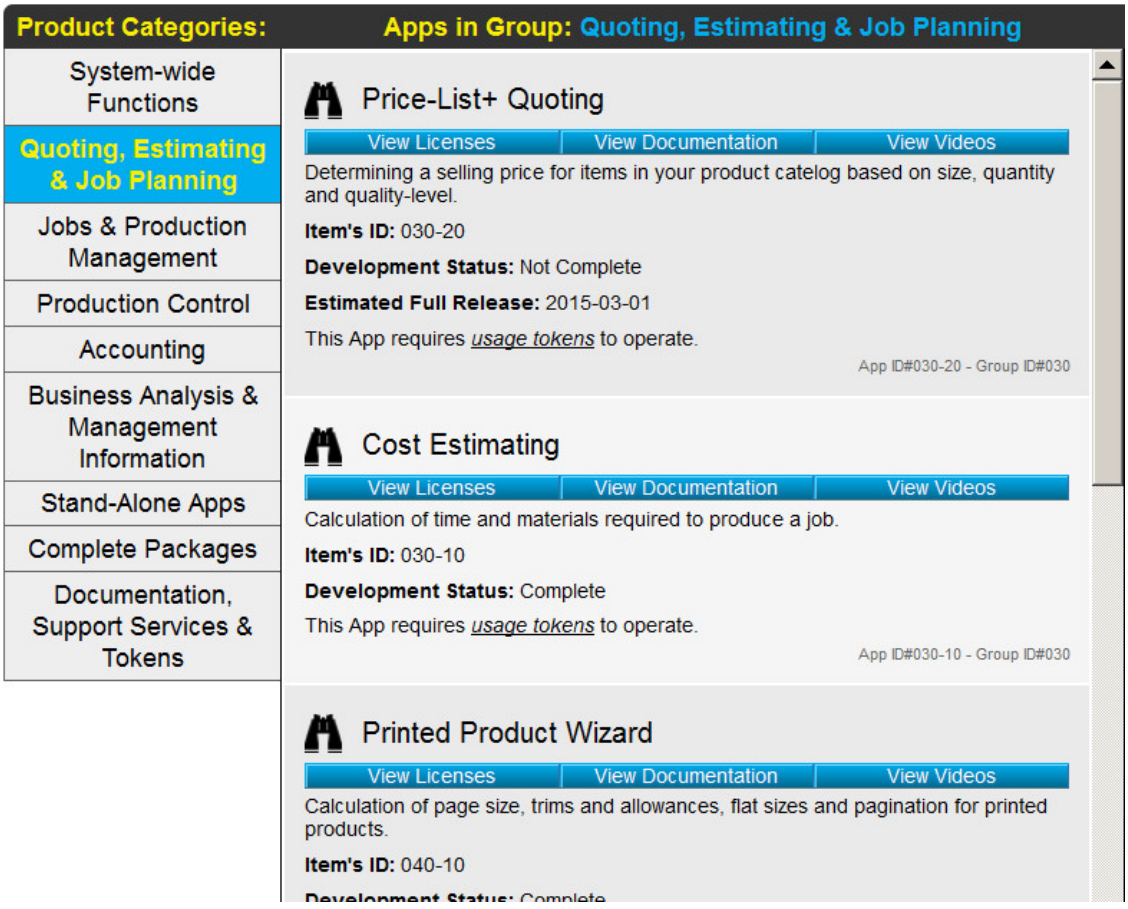
Livewire Software develops and markets innovative business management and operations control software. The software and customer support services are provided using a Software-as-a-Service (SaaS) business model. This is often called 'Cloud computing'.

The software includes about forty tightly-integrated apps such as accounting, cost estimating, job planning, job activity tracking, inventory, purchasing, production-scheduling and management information functions.

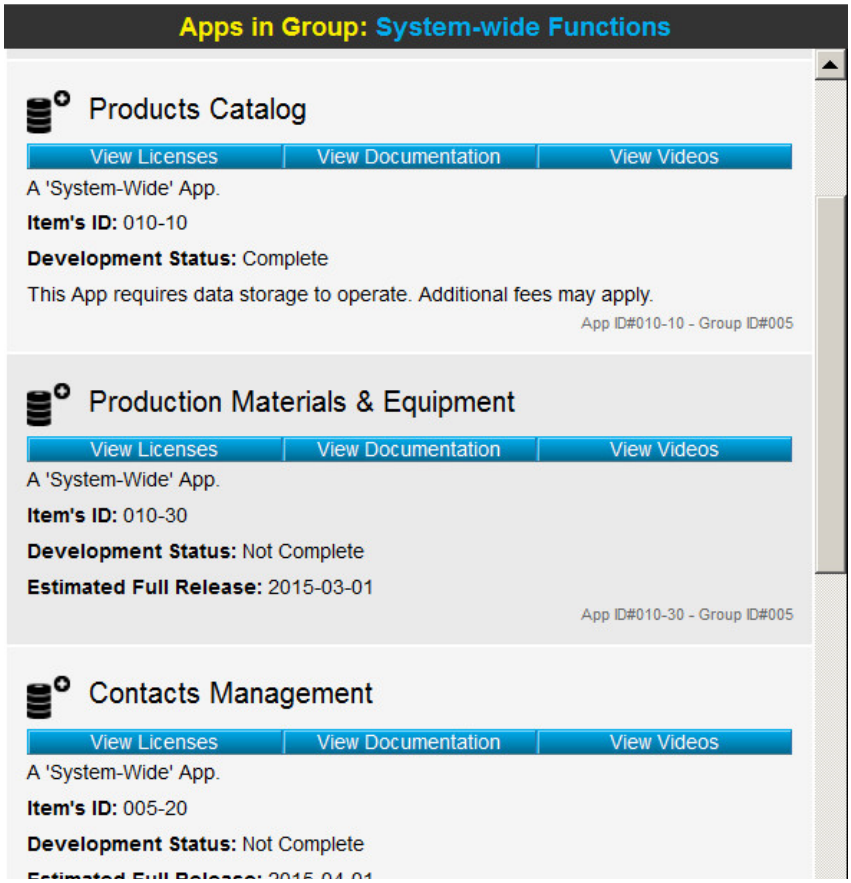
Our customers are world-wide. They include small businesses as well as the printing-services departments of universities, corporations and government agencies. Customers purchase licenses-to-use selected software apps on a monthly, annual or three-year basis. In addition, for larger companies, ongoing usage fees and support service fees may be charged.

Typically, new customers purchase an initial suite of apps. Then, they add additional app licenses over time. New apps are continually being developed and added to our product line.

Unlike *Mass-Market Software Apps,* the Livewire apps are a tightly and smoothly integrated set of forty apps, highly specialized to serve


Product Categories:
Apps in Group: Quoting, Estimating & Job Planning
System-wide Functions
Quoting, Estimating & Job Planning
Jobs & Production Management
Production Control
Accounting
Business Analysis & Management Information
Stand-Alone Apps
Complete Packages
Documentation, Support Services & Tokens
Price-List+ Quoting
View Licenses
View Documentation
View Videos
Determining a selling price for items in your product catelog based on size, quantity and quality-level.
Item's ID: 030-20
Development Status: Not Complete
Estimated Full Release: 2015-03-01
This App requires usage tokens to operate.
App ID#030-20 - Group ID#030
Cost Estimating
View Licenses
View Documentation
View Videos
Calculation of time and materials required to produce a job.
Item's ID: 030-10
Development Status: Complete
This App requires usage tokens to operate.
App ID#030-10 - Group ID#030
Printed Product Wizard
View Licenses
View Documentation
View Videos
Calculation of page size, trims and allowances, flat sizes and pagination for printed products.
Item's ID: 040-10

On the Livewire website, after a Product Category has been selected, the Apps associated with that category are displayed.



Most Livewire Apps perform a business function. However, some of the Apps perform general system-wide functions and are considered prerequisites for other Apps.

very specific industries. This integration and sole-source design makes them central to the user's business operations but also necessitates a much higher level of implementation, training and ongoing support services. Also, customized variations of particular apps may be required to meet a customer's special needs.

SUMMARY OF THE STARTUP PROCESS:

In the briefest manner, this is a summary of how to get started:

- Register on Livewire website www.Live-WireSoftware.com. There you register, then set up a user name and password and your company's name.
- Select the desired software Apps. Download and read about the Apps, watch the movies.
- Note the prerequisites – you need an internet connection, java 8 and acrobat reader installed and the Apps require access to your workstation hard disk or your local network drive.
- Purchase licenses for the Apps you have selected. Note that some Apps have other Apps as prerequisites. The prerequisites must also be purchased.
- Download the Apps from the User Lobby page of the website.
- Run the downloaded App suite, then Log-in.
- Explore the Main-Menu
- Run a File Maintenance Program to get started.

THE INFRASTRUCTURE:

Are our Apps based on Cloud-Computing aka Software as a Service (SaaS)?

We use Amazon cloud services as the Infrastructure provider. They provide your web services technology as well as maintaining your database.

What is Cloud Computing and SaaS?

Cloud computing exhibits the following key characteristics:

Agility. We use multiple servers with load-balancing technology. Whenever needed, we can add additional servers instantly. We use servers located in over 25 data centers around the globe.

Operating Cost. The cost for computational power and database operations is vastly reduced, compared to on-premises hardware. Usage fees allow to pay only for what you actually use.

Up-Front Cost. This technology has low up-front costs. It converts capital expenditure to operating expense. This lowers startup barriers for you.

Less in-house IT skills are needed.

Device and location independence. Users can access systems using a web browser regardless of their location or what device they use (e.g., PC, mobile phone).

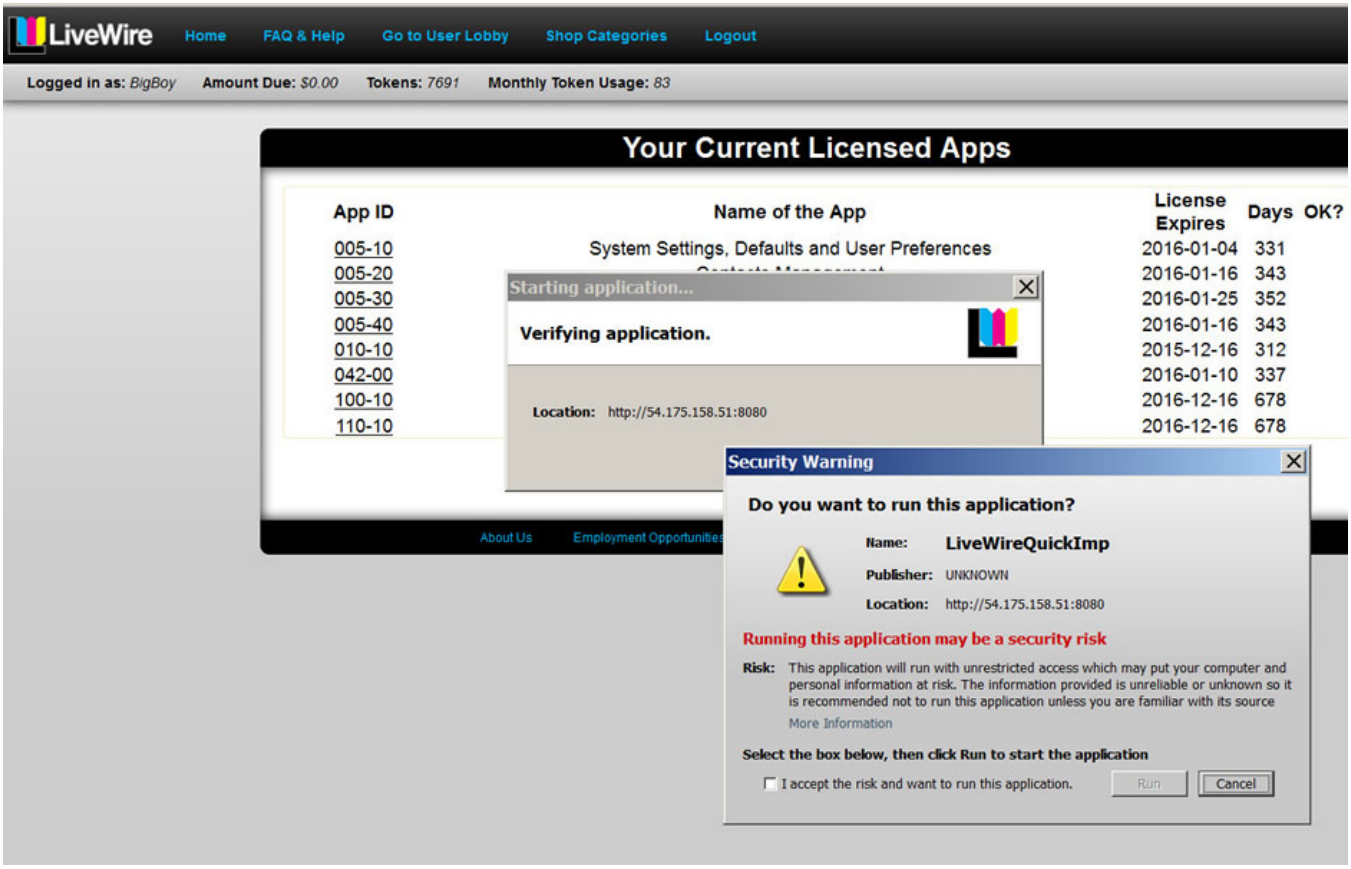
Maintenance is easier, because nothing needs to be installed on each user's computer and can be accessed from different places.

Cloud infrastructure provides sharing of resources and costs across a large pool of users thus allowing for:

- Centralization of infrastructure in locations with lower costs (such as real estate, electricity, etc.)
- Peak-load capacity increases (users need not engineer for highest possible load-levels)
- utilization and efficiency improvements for systems that are often only 10–20% utilized.

Performance is monitored and consistent and loosely coupled architectures are constructed using web services as the system interface.

Productivity is increased since multiple users can work on the same data simultaneously, rather than waiting for it to be saved and emailed. Time may be saved as information does not need to be re-entered when fields are matched, nor do users need to install application software up-



grades to their computer.

Reliability improves with the use of multiple redundant sites.

Scalability and elasticity via dynamic ("on-demand") provisioning of resources on a fine-grained, self-service basis in near real-time.

Security improves due to centralization of data, automatic redundancy, multiple locations. Security is often as good as or better than other traditional systems, in part because providers are able to devote resources to solving security issues that many customers cannot afford to tackle.

Where is your data?

Your data is classified into two groups. These are saved in two different places.Your customer's uploaded files, your reports and custom forms, your product images, etc. are saved on your local hard drive.

Your business accounting and production data - generated and used by the Livewire apps - is saved on your database – yes, it's uniquely yours, not shared – that is on several 'database servers' in different Amazon data centers. Your data is continually replicated.

Using this deployment option you can run mission critical workloads with high availability and built-in automated fail-over from your primary database to a synchronously replicated secondary database in case of a failure.

Is your data secure?

Security has different meanings. Can your data be lost. Like, what if the hard drive crashes? You data is on multiple servers. It is instantly and continually 'replicated' on different physical servers which are located in different geographical locations. If there is an earthquake, say at one location, the other locations will immediately take over.

Can someone else hack or get your data? First, the Amazon web services is enormous, it serves

very-very large operations all around the world. It has excellent security measures in place. Second, the most sensitive types of your data – your customer's artwork, their uploaded files, etc. are saved only on your own, local hard drive.

Also, although your business data is very important and confidential it isn't of interest to hackers. There is no credit card information, no personal social security numbers, no medical records…

Where is the software?

The Livewire apps software is located on some of our servers. When you are ready to run an app, part of the software is downloaded to your local machine (PC, Mac.). This software is called the "client" portion and it is downloaded using Java Network Launch Protocol (JNLP). The other part of the apps software runs on our servers. The communication between you and our servers takes place using web services technology.

When first downloading, you must authorize the software to save data to your local hard drive. The software main menu can run continuously, as long as your computer is operating. If any updates to the software are made by Livewire, you locally saved copy will be updated.

ARE THE APPS SUITABLE FOR YOUR BUSINESS?

Livewire Software Systems products include about forty tightly-integrated apps such as accounting, cost estimating, job planning, job activity tracking, inventory, purchasing, production-scheduling and management information functions.

We develop and market innovative business management and operations control software. The software and customer support services are provided using a Software-as-a-Service (SaaS) business model.

Our customers are world-wide. They include small businesses as well as the printing-services departments of universities, corporations and government agencies. Customers purchase licenses-to-use selected software apps on a monthly, annual or three-year basis. In addition, for larger companies, ongoing usage fees and support service fees may be charged.

Typically, new customers purchase an initial suite of apps. Then, they add additional app licenses over time. New apps are continually being developed and added to our product line.

Unlike *Mass-Market Software Apps,* the Livewire apps are a tightly and smoothly integrated set of forty apps, highly specialized to serve very specific industries. This integration and sole-source design makes them central to the user's business operations but also necessitates a much higher level of implementation, training and ongoing support services. Also, customized variations of particular apps may be required to meet a customer's special needs.

What industries do we serve?

Our business expertise and software products are suitable for businesses related to the printing industry, the construction industry and small business accounting when integrated with inventory and purchasing functions.

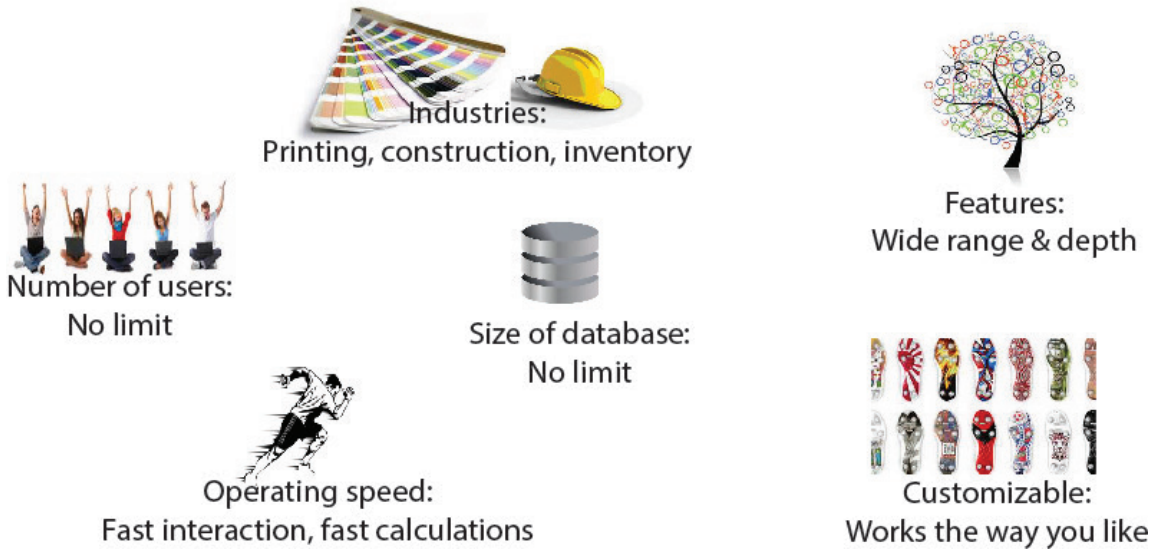
However, we focus on the printing industry.

Within the printing industry there are many categories of businesses: commercial printers, label printers, web printers, converted products, packaging, business forms, etc. As technology has changed over recent years, printing companies have adopted new processes: digital, ink-jet and 3-D printing equipment is more prevalent and there are fewer companies using lithographic, flexographic, business forms and screen presses.

Our cost-estimating, job planning and production control apps address these variations.

In addition, since we have integrated customized software App development and deployment into our software delivery model, we have the ability to address special needs of those who do not fit into a pre-defined niche.

Are our apps for large or small



Livewire Apps and their supporting infrastructure make them suitable for most small businesses in the printing, construction and some wholesale distribution businesses.

companies?

The printing industry is characterized by many, very small businesses. A high percentage of "printing companies" have fewer than 50 employees.

Our apps are suitable for a wide range of company sizes - from very small companies with 5 to 10 employees, to larger manufacturers having several hundred.

In addition, we address the special needs of the printing-services departments of universities, corporations and government agencies.

DO WE SERVE 'IN-PLANT' DEPARTMENTS?

The printing-services departments – aka 'in-plant' services - of universities, corporations and government agencies often have special requirements that differ from those of a commercial business . Several of our apps are specifically intended to address these requirements:

Budget Control.

Frequently various departments within a university, corporation or agency have annual budgets which are established. These may be for each department, but may also be defined in terms of funds or projects.

Requisitions or orders for printed products may be applied against these budgets and it must be verified that adequate funds remain.

Purchase Requisition Management.

Whereas commercial businesses typically issue purchase orders for materials and equipment, the in-plants may have separate purchasing departments so they must issue a 'requisition' to their sister department. Frequently, these are linked to pre-set budgets.

In-Plant Chargeback.

Commercial business bill jobs by generating an invoice for the customer. Although in-plants usually do a similar process, the invoices are frequently batched by various departments and/or pre-set budget or project accounts. Also, summary billing information may be sent directly to an accounting department which charges the department/fund/project for the work and credits the printing department.

Blanket Purchase Orders.

It is not uncommon for large organizations to negotiate prices for, as an example, paper. Then, issue a 'Blanket Purchase Order' indicating the items, the negotiated prices and an anticipated quantity to be purchased during the course of the upcoming year. In such cases, as the materials are required, a 'release' is sent to the supplier authorizing him to ship and invoice product according to the terms of the 'Blanket Purchase Order'.

In addition, since we have integrated customized software app development and deployment into our software delivery model, we have the ability to address special needs of those who do not fit into a pre-defined niche.

REQUIREMENTS FOR YOUR COMPUTER

Hardware and your local operating environment.

The following are requirements for each workstation that will be operating any of the Livewire Apps:

Each computer or workstation must be connected to the internet. The Livewire Apps cannot operate without a continuous connection to the internet.

If you will have more than one user, all workstations should be connected to a local network so that each user and each computer can access local data files. These will be normal folders containing files such as PDF images and documents, jpeg or other images and some word processing documents. Also, when the Apps print forms and reports they may be saved to your local network as PDF documents.

Java version 8

Each computer or workstation must have the Java runtime software installed. All Livewire Apps require java to operate. Java is provided by Oracle corporation and is available at:

http://www.java.com

A current version 8 of Java is required. Note: Java is also referred to as Java software for your computer, or the Java Runtime Environment, is also referred to as the Java Runtime, Runtime Environment, Runtime, JRE, Java Virtual Machine, Virtual Machine, Java VM, JVM, VM, Java plug-in, Java plugin, Java add-on or Java download.

Take note that there is also another programming language “Java Script” which is used extensively in web pages. Java Script operates within a web browser such as Safari, Mozilla or Internet Explorer. Java script is not the programming language used by the Livewire Software Apps.

PC or Mac.

Your workstation is usually a PC or Mac. It can be running another operating system such a Linux, but it must be Java compatible.

Browser Not Required.

It does not require a ‘Browser’ – e.g. Internet Explorer, Mozilla etc. Safari, etc. - to operate the Apps, but initially you must access our website to register, purchase your software licenses and usage tokens.

Memory & Speed:

It must have adequate RAM (memory) and speed. 2 GB or more RAM, 3 GHz or faster processor.

Internet Connection (High Speed):

Your workstation MUST be constantly connected to the Internet. It can be directly connected or be connected to your local network - a LAN – that has an Internet connection.

Every program you operate MUST access your ‘Data Base’ over the Internet. So, IT IS EXTREMELY IMPORTANT to have an excellent, high-speed connection.

Printer:

Your workstation should have a printer or be connected to your local network - a LAN – that has a printer.

Disk Drive:

Your workstation should have a hard drive (disk) or be connected to your local network - a LAN – that has a disk drive for storage.

Note: Your database and most of your data files are “in the clouds”, so you have little need for local disk storage. However, the following types of data are saved on your local network drive:

- Reports you print. These are saved as PDF files on your local hard drive.
- Templates for your ‘Custom Forms’. These include job jackets, checks you print, customer monthly statements etc.
- Images for your ‘Marks’ – such as color bars, registration marks, etc. – that are placed on a layout.

The computer monitors should be of good quality, a screen size of 24” or larger and have a good screen resolution. Particularly for the Apps that display printed product diagrams or layout designs, you should have a resolution of 1920 x 1080.

You should have Adobe PDF reader installed.

Reinted reports, several schematic diagrams and drawiings of fold-patterns and press sheet layouts are generated as PDF doucments.

CUSTOMER SUPPORT SERVICES:

What is our customer support model?

For our customers, hopefully like you, this is perhaps the most frequent and the most important request.Live customer support services are available from our Customer Support Representatives (CSRs). By keying a ‘Mayday’ key from any screen of any app, you instantly initial a “Help Request”. A CSR should respond shortly, usually within an hour or two.

Who are our CSRs?

The CSR may be an employee of Livewire, but frequently they are independent representatives.

They have been certified by Livewire as being knowledgeable in their ‘Topic Area’ and about the Livewire Software in general. Some CSRs operate their own business and conduct sales activities, enter into support agreements and provide general assistance to our mutual customers.

We refer to this as an ‘Automobile Dealership Model’. The CSRs are like your local Porsche dealership, and we are like the R&D department back at the factory.

Which CSR will you get?

If you have already established a relationship with a local CSR agent, you can enter his ID when you register on our website. Or, of course, you could email us with his ID. In these cases, this individual will be assigned as your 'Primary CSR'. Thereafter, all requests for customer support will be forwarded to him/her.

Otherwise, when you first hit the 'mayday' button or request assistance via. this website, we will assign a CSR to you. Thereafter, your 'Primary CSR' will always handle your requests for assistance.

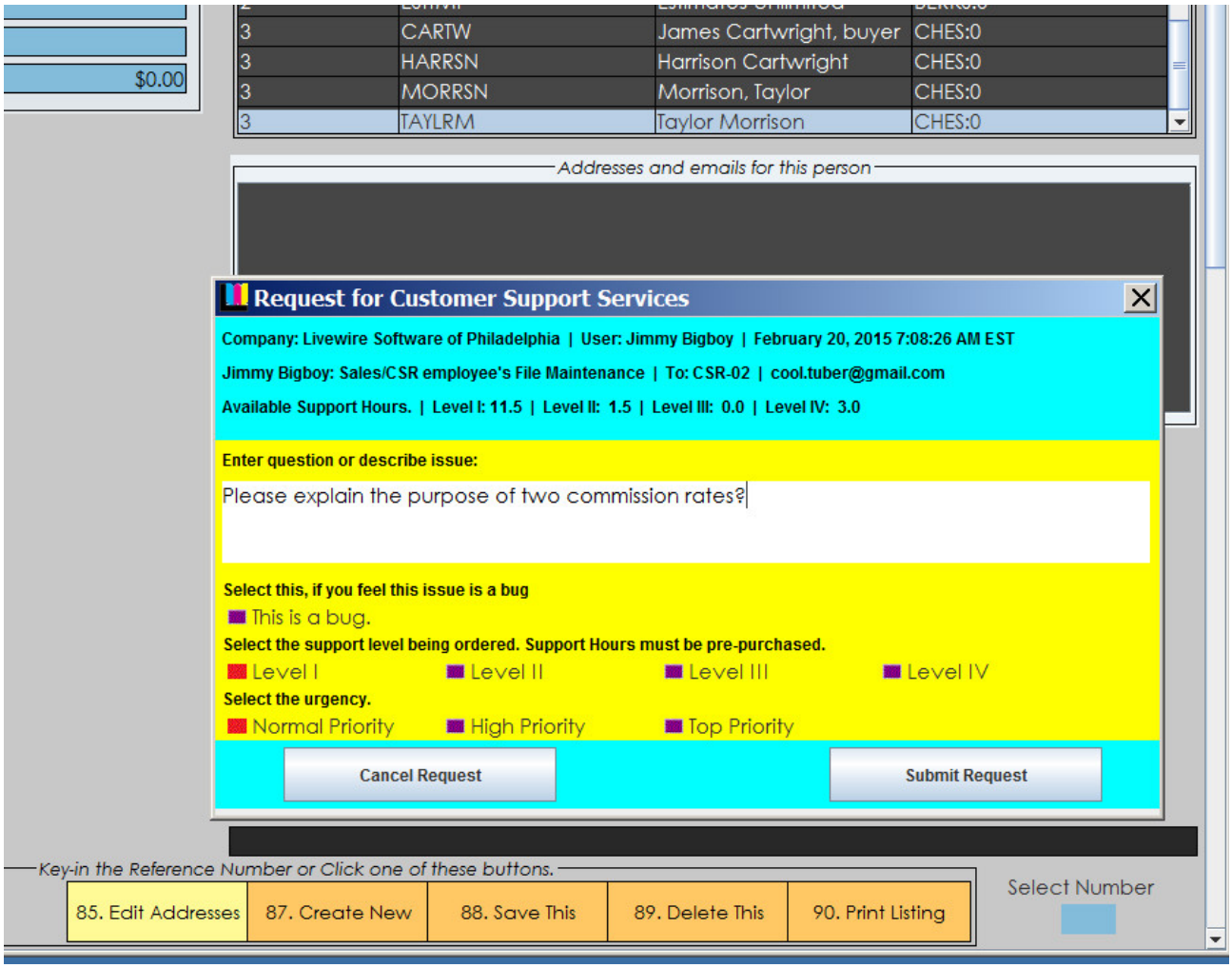
If, at any time you request an alternate, a new CSR will be assigned as your Primary CSR. However, this procedure applies only for Level I support. If you request or require Level II, III or IV support, an alternative CSR will become involved unless your Primary CSR is certified at the requested skill-level.

Does our CSR know everything? Are all CSRs equally qualified? What can they do?

We wish… Actually, each CSR is graded as one of the four levels of experience and expertise – Level I, II, III or Analyst.

The hourly rate for customer support is dependent on the skill level of the CSR helping you. Each CSR has one or more "topic areas." That is, a CSR may be certified for assistance on accounting apps, but not for cost-estimating or production scheduling, as an example.

The types of support services available are:


$0.00
3 CARTW James Cartwright, buyer CHES:0
3 HARRSN Harrison Cartwright CHES:0
3 MORRSN Morrison, Taylor CHES:0
3 TAYLRM Taylor Morrison CHES:0
Addresses and emails for this person
Request for Customer Support Services
Company: Livewire Software of Philadelphia | User: Jimmy Bigboy | February 20, 2015 7:08:26 AM EST
Jimmy Bigboy: Sales/CSR employee's File Maintenance | To: CSR-02 | cool.tuber@gmail.com
Available Support Hours. | Level I: 11.5 | Level II: 1.5 | Level III: 0.0 | Level IV: 3.0
Enter question or describe issue:
Please explain the purpose of two commission rates?
Select this, if you feel this issue is a bug
This is a bug.
Select the support level being ordered. Support Hours must be pre-purchased.
Level I
Level II
Level III
Level IV
Select the urgency.
Normal Priority
High Priority
Top Priority
Cancel Request
Submit Request
Key-in the Reference Number or Click one of these buttons.
85. Edit Addresses
87. Create New
88. Save This
89. Delete This
90. Print Listing
Select Number

While running any of the Livewire Apps, enter "CS" into the Reference Number Control and the Request for Customer Support Services will appear.

Note that the Support Hours available on your account are also displayed. When all available hours have been used, you can purchase additiona support hours at any skill level.

Phone-support.

Phone support includes normal voice, Skype or other chat-like support via internet or mutual working together on a live screen using software such as Go-To-Meeting type apps.

System Maintenance.

System maintenance support would include tasks such as creating and testing new reports or forms, setting up special or unusual folding patterns, adding a new piece of production equipment and testing its integration into the estimating and scheduling Apps, computation and/or analysis of budgeted hourly rates.

Developing customized versions of an App.

Normally this would involve adding some additional functionality or altering a calculation method within an App.

Group-training.

From time-to-time we offer training classes for a group of customers. These may be held in any city. The times and locations are based on current demand.

On-site support.

A CSR can come to your facility to offer training, trouble-shooting and other services. This has a minimum of 7 hours, but could last for several days. Travel time and expenses will be billed in addition to the time spent on-site.

HOW TO REQUEST SUPPORT SERVICES.

While running any of the Livewire Apps, enter "CS" into the Reference Number Control and the Request for Customer Support Services will appear, as illustrated on the left.

The program you are currently running as well as your name and company information are automatically inserted into the Request Form. Then, enter a message and submit the request.

SOFTWARE CUSTOMIZATION:

When you have a single app – e.g. a spreadsheet or word processor – it does what it does, and you use it within its limitations.

However, if the app was – as an example – for billing your customers for their jobs, and it didn't handle sales commissions properly – i.e. the way YOU handle commissions - it would be a major problem. Either you resort to an external, manual spreadsheet procedure which would not tie-in to your general ledger and require additional, manual data input OR you have the software customized.

Thus, with an integrated suite of apps designed to perform nearly all computer activities within a small company or printing department, the ability to provide customization of the software can be crucial.

Customization:

Beginning in the early '80s, business advisors realized the importance of a 'totally integrated system'. When you do an estimate, the results should flow, seamlessly into your open jobs and production scheduling systems. And, when you bill the job, the results should flow, seamlessly into you're A/R and G/L modules. No additional data entry, no mistakes, total auditability.

The more modules (apps) you operate, the greater the likelihood that one of them doesn't perform exactly as you require. This leads to extra work, the possibility of errors and oversights. Accepting this is a major compromise, and it costs you time, effort and probably money.

Large companies have data processing departments and programmers because they need them. For smaller companies, they often feel pressure to 'just accept it as it is.'

We at Livewire have examined the issue of customizing apps in depth.

We can do it. It is integrated into our core software delivery system.

How can customized software be offered?

Unlike *Mass-Market Software Apps,* the Livewire apps are a tightly and smoothly integrated set of forty apps, highly specialized to serve very specific industries. This integration and sole-source design makes them central to the user's business operations but also necessitates a much higher level of implementation, training and ongoing support services.

Also, customized variations of particular apps may be required to meet a customer's special needs.

This screen display image shows that this user has a customized

"Ver: #1327" of the app ID = "005-10".

This is displayed when looking at his licensed apps on this website in the "User Lobby" section. In this case, when the app is called, the unique

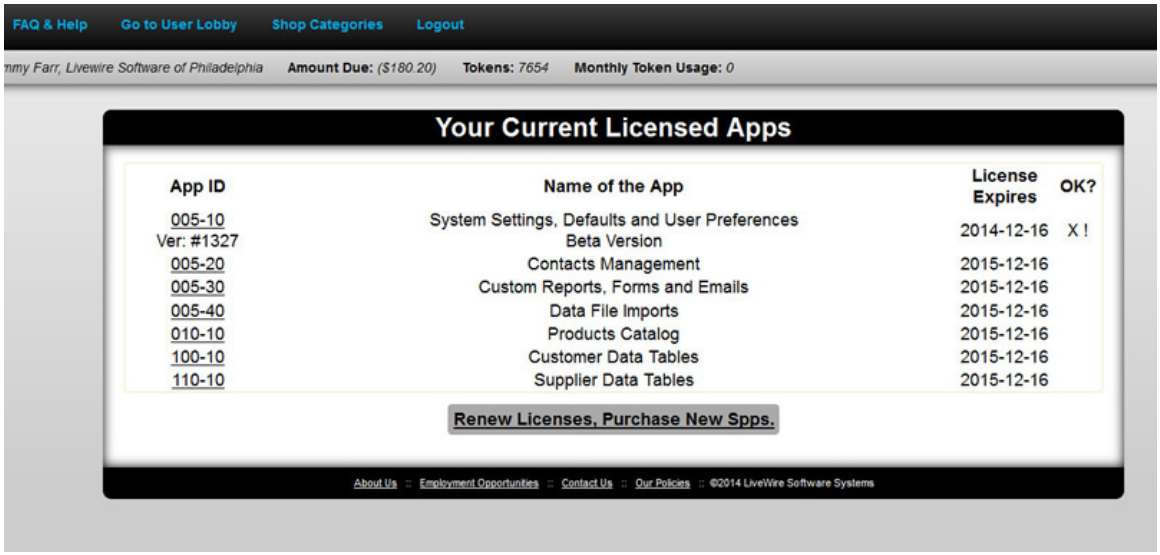
custom version is automatically loaded.

Before you can begin working with any Livewire App, you must purchase a license for the App.

Purchasing App licenses is done on the Livewire website.

It can be found here:

http://LivewireSoftware.com



When you purchase an App license, you may specify that you need a customized version. In this illustration, the customer has a customized version of the App ID = 005-10. As shown here, his version has been assigned version #1327.

PURCHASING APP LICENSES

The first step is to register yourself and your company, if you have not yet registered on the Livewire website.

From the website, you can download a document,

“Getting Started with the Website and Livewire Apps”

which contains information about the Livewire website.

This document includes the procedure to register, view documentation about the Apps, view demo videos for the Apps and other information you need to know before purchasing licenses.

Here is a link to the document,

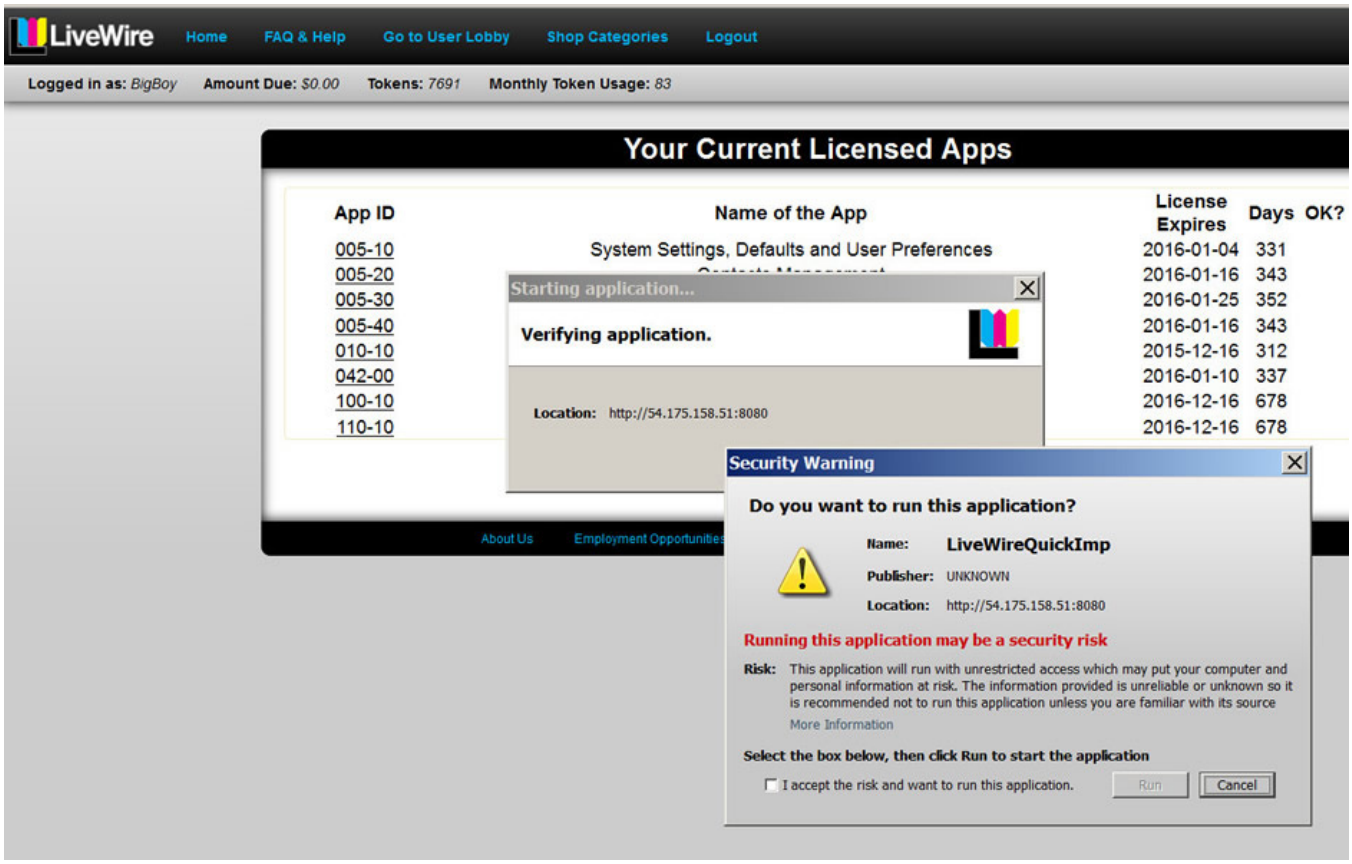
https://s3.amazonaws.com/lwpdf/000/GetStarted+Website.pdf

This document also describes the prerequisites you will need before you can operate any of the Livewire Apps. One thing is you need to have the Java Runtime software, version 8.0 or later installed on your local workstation.

There is also another document,

“Getting Started With the Livewire Apps”, which covers the following topics:

- How to download the Apps you have purchased.
- How to authorize the downloaded Apps to save data on your local disk drive.
- How to launch the Apps Login screen.
- The Main Menu. How to select an App and one of its functions - programs.



Your licensed Apps are downloaded from the Livewire website, as illustrated here. Once downloaded, the software may be cached on your local hard drive. Thereafter, each time you launch an App, it is verified as being current. If a newer version exists, it will be downloaded so your software constantly is being enhanced.

DOWNLOADING YOUR APPS:

Apps are downloaded from the Livewire website at

LiveWireSoftware.com

Your company must be registered and you must know your login ID and password.

The Apps can only be downloaded to pre-approved IP addresses. Initially, the Apps must be downloaded to the same IP address that was recorded when your company first registered.

After the App(s) have been downloaded and you have logged in, you can run the App titled "System Administration". From there you can change the IP address and you can add additional IP addresses authorized to download your Apps.

To download your Apps, use an internet browser to go to the Livewire website.

You must first login to the website.

Then, you will be directed to the User Lobby,

There, in the right panel, click "Launch Your Apps".

You will see a page listing all Apps you have purchased.

NOTE: If you have ordered Apps but elected the 'Will Send Check' option as the payment method, your licenses will not be activated until your check has been received by Livewire.

Each App that is listed will have a product ID number in the left column.

Click the link associated with the App.

The dialog box has the option to launch the App or to download it.

If you select the download option, you will have to open the downloaded link to launch the App.

If you select the launch option, the App should download immediately.

Once downloaded, the App launcher program will display our SSL certificate information. This is a security certificate that guarantees that the downloaded software has come from us.

The launcher program will ask for your permission to save data onto your local disk drive.

NOTE: The vast majority of your company data is read from and updated into your "database in the clouds". However, some of the Livewire Apps save small amounts of data on your local network drive.

The data that may be saved locally is described below.

Once you agree, the App should launch and the login window will appear.

THE APP LAUNCHER & SECURITY

In 2013 there were news reports about a serious security issue regarding Java.

Although this issue has been resolved, it was never a relevant concern when using the Livewire software Apps.

The security issue related to java "Applets" which could be downloaded without your knowledge or permission when you access certain internet sites. It had always been believed that these "Applets" were not able to access your local network disk drive or your local machine's inner workings. However, hackers discovered a way to circumvent this feature.

Livewire software is not a java "Applet". When our software is downloaded, you will know that it comes from us, "A Trusted Source" because you with see our SSL security certificate information. The Livewire software Apps do require your permission to and they need to access your local network disk drive – albeit in a very limited fashion.

We use the Java Web Start technology to deliver the software to your local computer. When you download any Apps, you must agree to allow them to access your local hard drive. Otherwise, you cannot operate our software.

For additional information about Java Web Start:

http://docs.oracle.com/javase/6/docs/technotes/

guides/javaws/developersguide/contents.html

APP LICENSES AND LICENSE EXPIRATION DATES

What are the details regarding App Licenses?

To begin, you must purchase a license-to-use one or several of the apps. These licenses are no different than getting, say Photoshop or Word. Licenses are available in one month, one year or three-year terms and can be purchased on this website.

Each app license is priced separately, but cost-saving packages containing a suite of apps are also offered.

App licenses include free tokens and free customer support hours. Generally, these free tokens and support hours are sufficient for a small company with light usage of the software.

Usage-based token charges OR a monthly data-storage token charge are applied for some apps. These charges are based on tokens – the number of tokens is deducted from your tokens-account.

Since each license receives a monthly allotment of free tokens, smaller companies will never incur any ongoing charges.

Larger companies with heavy usage and larger database tables will need to purchase additional tokens.

What are the App Licenses and the options?

Most Apps have one-month, one-year and three-year license term options. Licenses can be purchased for individual Apps or by purchasing a cost-saving package – i.e. a suite of Apps.

Additional App licenses can be added at any time. Re-purchasing an existing license for one of your Apps will extend the license expiration date for that App.

Prerequisite Apps:

Several Apps have other Apps that are also required in order for them to function properly. These other Apps are referred to as 'prerequisites' and a license for each of them is required when purchasing a license for the primary App.

What about renewing a license?

An App license can be purchased at any time. If, at the time of purchase, you already have an existing license for that App that has not expired, the new purchase will extend the term of the existing license.

To illustrate this, assume you have a license for App#1 that expires on March 15 of next year. Then, you purchase a new one-year-term license for that same App#1. The result will be that your license will be extended until March 15 of the year after next.

What are the App Prerequisites?

Many Apps have other Apps that are also required in order for them to function properly.

These other Apps are referred to as 'prerequisites' and a license for each of them is required when purchasing a license for the primary App which has these 'prerequisites'.

In some cases the Prerequisite App licenses will automatically be added to your cart when you select a license for the primary App.

The automatic addition of Prerequisite Apps follows these rules:

If you already have a license for the prerequisite App. And, if that license has an expiration date greater or equal to the primary App being purchased the prerequisite will not be added.

If you already have a license for the prerequisite App but that license expires before the primary App's license that is being purchased will expire, the Prerequisite App will be added to the cart. And then your current prerequisite license expiration date will be extended by the term of the added license.

Free tokens and free support hours offered with the

prerequisite apps will be included in your cart.

When viewing an app that has been selected from the "Shop Categories" link on this website, there will be a tab titled "The Prerequisite Apps for this primary App". Clicking on this tab will show all prerequisites.

USAGE TOKENS:

What are the Tokens and monthly charges?

Our 'Token Usage-Charge' represents a fee we charge when you run certain programs – for example, running a cost-estimate may cost 3 tokens.

We give you free tokens when new App licenses are purchased. And, you get additional free tokens each month for each App license.

Tokens provide a method for us to offer a free-trial period with new licenses and it is also a method to ensure that smaller companies – say, a company with a single estimator - pay less for operating the software Apps than a large company – say, a company with three estimators.

If you are a small company, the free tokens each month should be adequate to operate all your Apps. But, for a larger company, the free tokens may not last through each month so you they must purchase more tokens to replenish your tokens-account.

What is a "Token Usage-Charge"?

Our 'Token Usage-Charge' represents a fee we charge when you run certain programs – for example, running a cost-estimate may cost 3 tokens.

What is a "Token Data-Storage-Charges"?

The 'token Data-Storage-Charges' serve a similar purpose as the tokens, but apply for Apps that do not involve distinct calculations such as calculating an estimate or a layout design.

An example would be the Accounts Receivable App. Instead of charging tokens, this App has a monthly charge of xx tokens for each yyy customers in your database. Again, for smaller companies these charges should be covered with their free tokens. But for a larger company having a large database the data storage charges may require additional token purchases.

How do you monitor your token charges?

When you visit the User's Lobby, you can see your company's current token balance, all token charges for each App and each of your company's users and all token purchases.

It is your responsibility to ensure you have sufficient tokens in your account to perform the operations everyone in your company needs to do. But, if you establish a pre-pay account, token replenishment will be automated.

How do you get more tokens?

There are several ways to acquire more tokens:

First, you get free tokens when purchasing new App licenses.

And, you get free tokens each month for each App license.

For additional tokens, go to 'Shop Categories' page on this website and select a package of tokens. This item will go into your Shopping Cart, then, check out and pay using PayPal or another payment method.

Open a "Pre-Pay Account" with us. That is, you send us a check which establishes your credit balance. We will then automatically purchase tokens as you use them, charging your account. Of course, you must send checks periodically to ensure you never run out of tokens.

When you make a purchase, you can select the "Automatic Payment" option for Amazon or PayPal payment methods. This allows you to enter into a Billing Agreement with your payer to have Livewire automatically draw funds from your account to replenish your tokens as you use them. You can set a maximum amount and you can cancel this agreement at any time via Amazon or PayPal.

When do you have to buy “Tokens”?

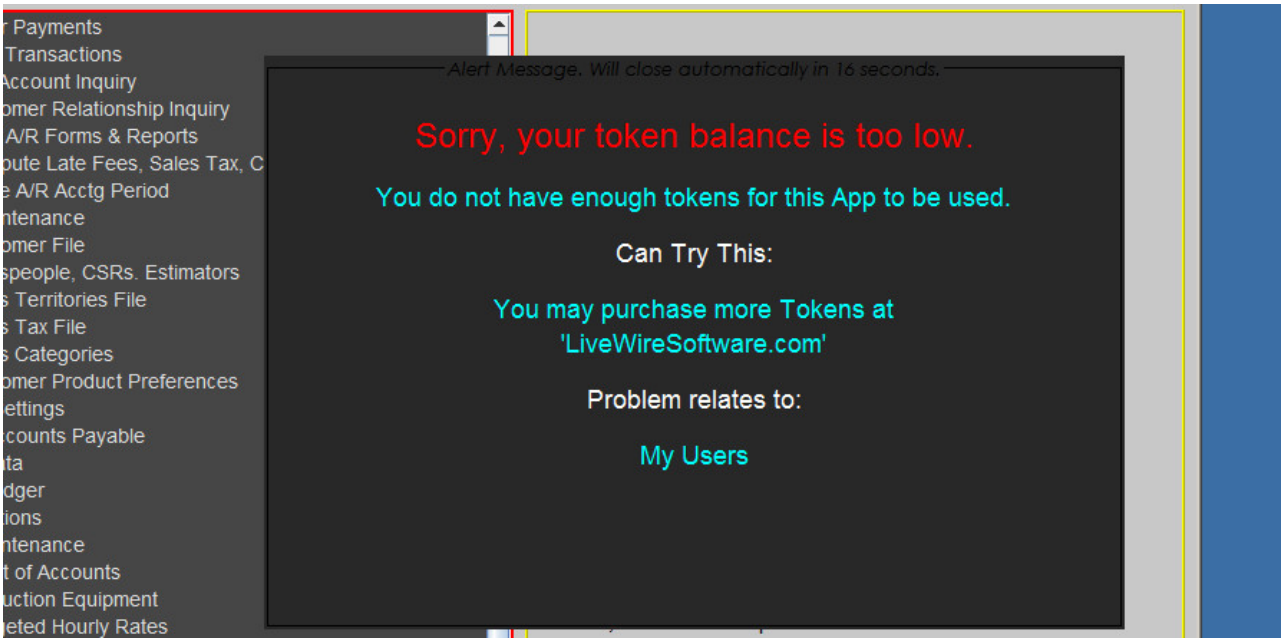
Smaller companies should never have to purchase tokens. Free tokens are provided for each software App.

Larger companies having more users and larger database files may have to purchase additional tokens from time-to-time. Since the Livewire Software Apps are provided as a service, usage charges are somewhat like your cell phone charges – you are charged when you run certain Apps and when you have larger database files.

Some Apps have a ‘Token Data-Storage-Charge’ and other Apps have a ‘Token Usage-Charge’ per calculation.

Tokens provide a method for us to offer a free-trial period with new licenses and it is also a method to ensure that smaller companies – say, a company with a single estimator - pay less for operating the software Apps than a large company – say, a company with three estimators.

If you are a small company, the free tokens each month should be adequate to operate all your Apps. But, for a larger company, the free tokens may not last through each month so you they must purchase more tokens to replenish their tokens-account.



Many Apps include free tokens when the license is purchased. Plus, you receive additional free tokens each month thereafter during the entire term of the license. For most smaller companies, these free tokens are adequate. However, with larger companies and heavy usage, aditional tokens may need to be purchased.

LOGGING INTO THE LIVEWIRE APPS

The login screen.

There is only one login screen. The login process always applies for all Apps for which you have a valid license.

When you log into Livewire, the software may respond differently for you than for a fellow user in your company.

Some of the differences between users are:

Language. Each user has a specified locale – language and country - set in his profile. If screen text exists in that language, it will appear.

Locale. The term 'locale' means language and country. Some locales display dates, large numbers and currencies differently.

Access Authorization. Each user has 'Access Authorization' set by your company's System Administrator. One user may be able to access a program that another user cannot access.

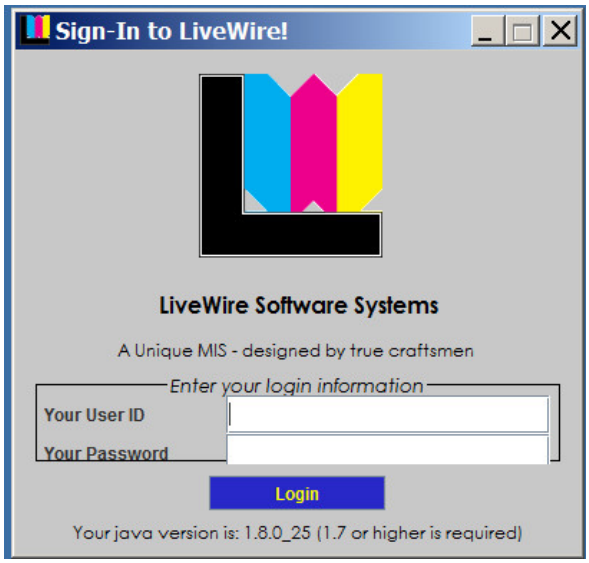
Also, some users may only be permitted to view data while other users may be able to modify the data.

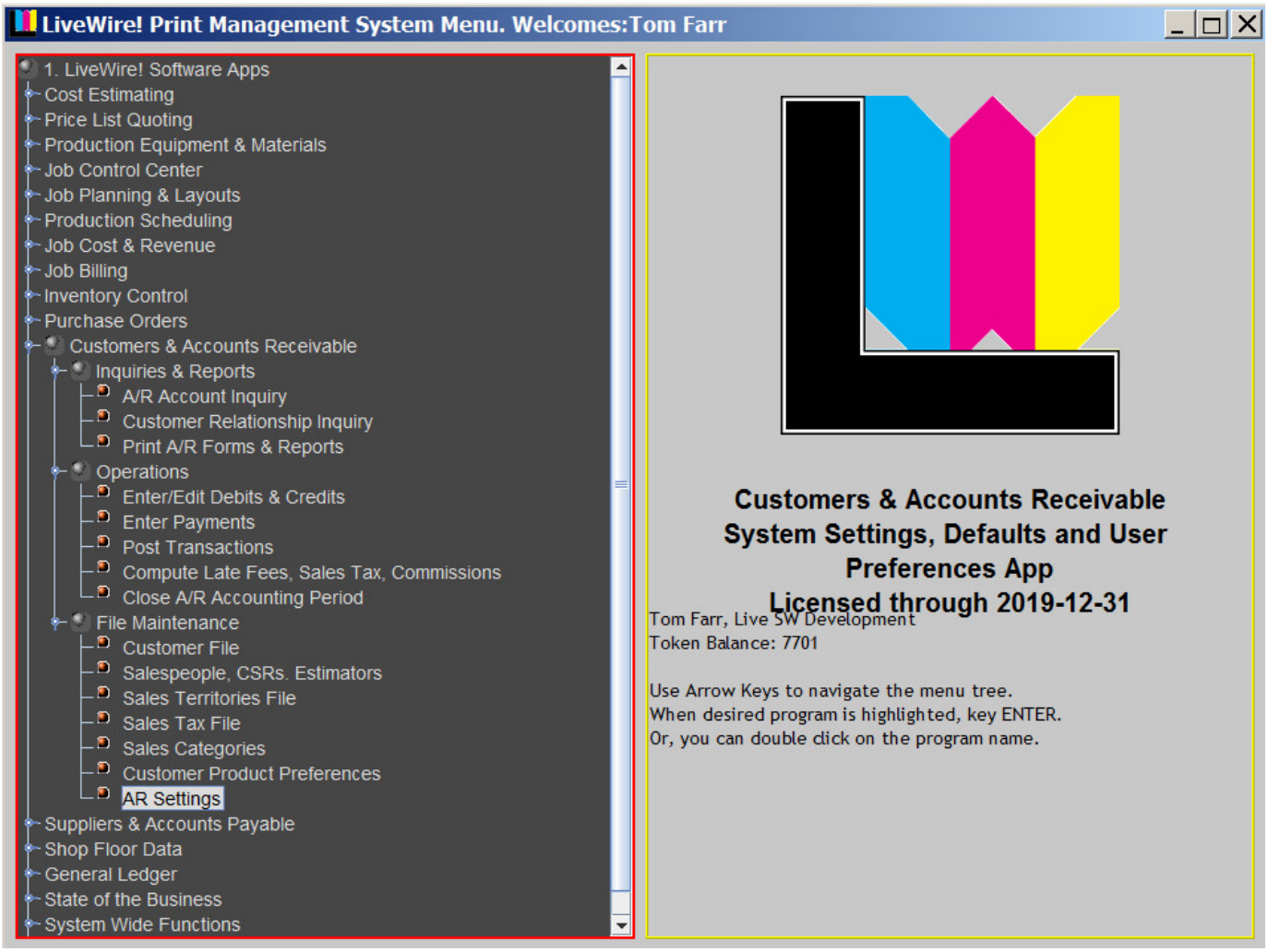
Menu State. When you exit the Livewire software, the state of the menu is saved. The next time you log in, the menu will appear as you last had it. So, if you work in the production department, your menu will probably show production Apps and the programs you use. Another user, say one who works in accounting, will initially see different Apps and programs on his/her menu.

Your name will appear in the title of each screen.

To log in, you must have established your login ID and password on the Livewire internet site www.LiveWireSoftware.com or you must have been added as a user by your company's System Administrator.

Your workstation must be connected to the inter-


Sign-In to LiveWire!
LiveWire Software Systems
A Unique MIS - designed by true craftsmen
Enter your login information
Your User ID
Your Password
Login
Your java version is: 1.8.0_25 (1.7 or higher is required)



The Apps and programs tree nodes will be expanded/contracted as you last left them. In this example, the user has been working within the Accounts Receivable App and last worked on the Customer File Maintenance program

net.

You must know and enter your own login ID and password.

Enter your login ID and password.

After log in, the Main-Menu will appear.

THE MAIN MENU

The Main-Menu appears after you log in.

The Apps and programs tree nodes will be expanded/contracted as you last left them.

In this example, the user has been working within the Accounts Receivable App and last worked on the Customer File Maintenance program.

Also, you can see that this company's license for the Customer Data Tables App will expire on 12/31/2019. And, you can see your company's current token balance. Tokens are described elsewhere, but if the balance reaches zero, you will not be able to operate certain programs.

After you log-in, the Main Menu will be displayed.

Navigate up and down the Main-Menu tree by using the up & down arrow keys. You can also use the mouse.

Expand and contract tree nodes by using the left & right arrow keys. You can also use the mouse by clicking on a node.

Launch the selected program by keying ENTER or by double clicking with the mouse.

As the first step, you should run one of the 'File Maintenance' programs.

OPERATION OF THE MENU:

Using the Up and Down Arrow Keys you can move up and down the menu tree and using the Left and Right Arrow Keys you can expand or contract the nodes.

For example, in this illustration the "Customers and Accounts Receivable" node was expanded, then the "File Maintenance" node and then the "Customer File" program has been selected – note it is highlighted.

NO VALID LICENSE:

Note that many different Apps will appear in the Main Menu, even those for which you do not have a license.

However, your current license may not include some of the programs or it may have expired.

If you attempt to run a program which is not included in your licenses or your license has expired a message will appear.

If you do not have a license for an app, a message will be displayed as you traverse the various Apps on the menu.

If a program launch is attempted without a valid license, a message will appear. Messages like this will automatically disappear after a few seconds – not action on your part is necessary.

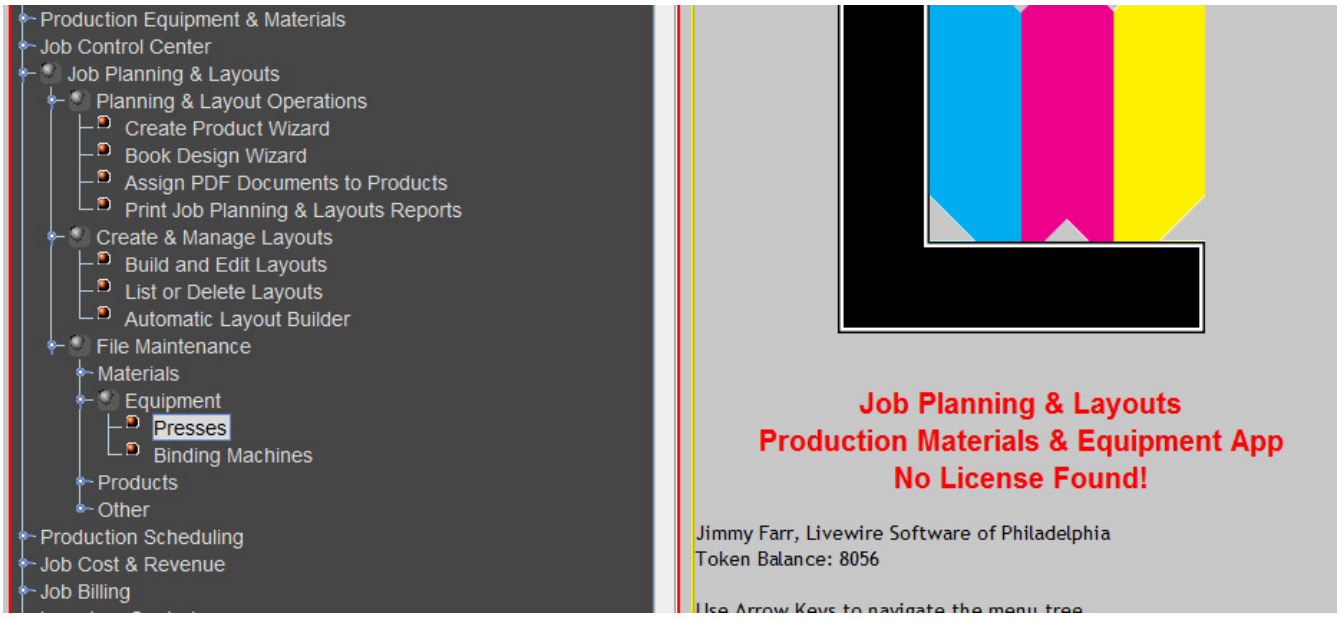
LOW TOKENS:

Some programs have a Token-Usage charge when they perform calculations. If your token account runs low, you will receive a message.

On the Main Menu, you can see your company's current token balance. Tokens are described elsewhere, but if the balance reaches zero, you will not be able to operate certain programs.

If a program launch is attempted when your company's token account is too low, a message will appear.

Running a program:

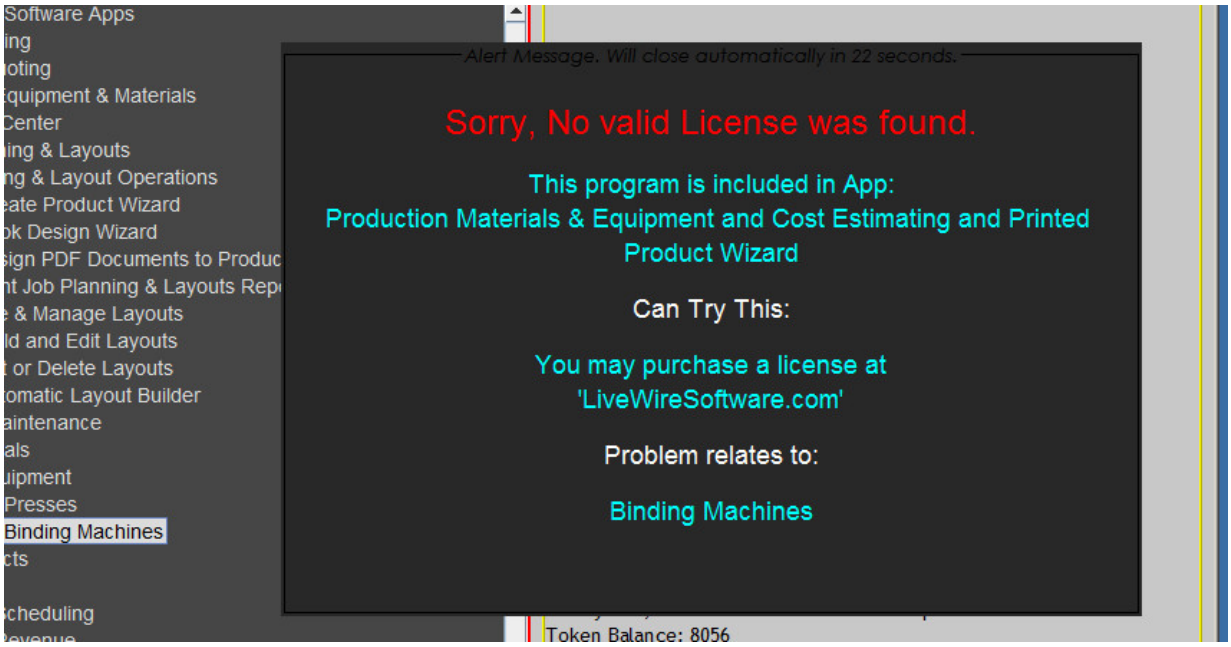


To ‘Run’ or ‘Launch’ the program that is highlighted on the menu, you can key “ENTER” or double-click it with the mouse.

The result is a new Screen Display – a new window opens.

Saving the Menu state:

Whenever you return to the Menu, the last structure – the nodes that are expanded and contracted – will be remembered. So, the programs you last used – normally those you use on a daily basis - will usually be displayed.



SCREEN DISPLAY DESIGN:

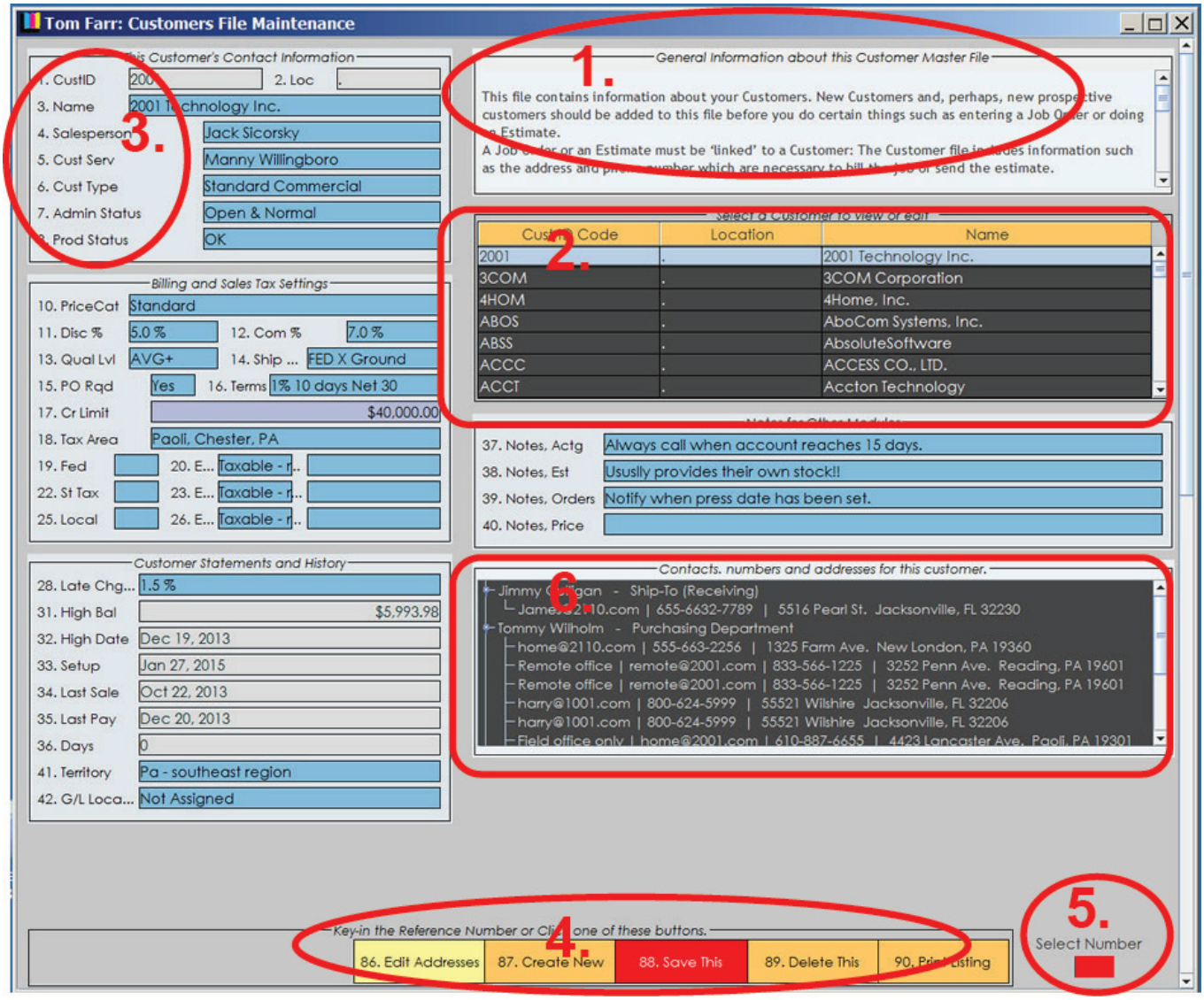
When a program is 'launched' or 'run' by selecting it on the menu, a new window, called a 'Screen Display' will appear on your workstation.

Since the Livewire Apps and each of their screen displays have all been designed by the same programmers and they are all supported and upgraded by the same programmers – they all have the same 'Look and Feel'.

Although you have system settings to select different color schemes and other customized features, every screen will be consistent in its appearance and in the manner in which it functions.

This should greatly reduce a new user's learning time and efficiency when operating the various Apps.

Here are two captures of screens. Although the Apps and content of the screen displays are



All screen displays for all Apps have a similiar look. They all operate in a similiar manner. This illustration shows and explains the general Screen Design principals.

very different, most of the features and operating methods are similar.

NAVIGATING AROUND THE SCREEN:

You can use the mouse as normal to select different objects and click buttons.

However, the unique Reference Number Control offers several additional features and it frequently makes navigation and date entry considerably faster. When the Reference Number Control, #5, is RED, keystrokes will be entered there.

The next section describes all the options available for the Reference Number Control..

Briefly, some common uses are:

Keying “15”, for example, will transfer focus to Text Box #15. Here, #15 is labeled “PO Reqd” and the Text Box says “Yes” or “No”. Keying “15” will toggle this field.

Keying the up/down arrow key will transfer focus to #2 – the Data Table. Then, additional keying will move the selected row up or down with each keystroke.

Keying “87” will click the button #87 – Add New Customer in this example.

Keying ESCAPE to transfer focus back to the Reference Number Control. But, this normally happens automatically.

#1 General Information and Instructions.

Each screen has a General Information panel. This contains a brief description of what this program does and some tips on how to use the program.

Keying the right or left arrow key, when #5 is red, will scroll this panel up and down to show more information.

#2 The Data Summary Table

Most programs deal with a data file that contains records of some type. The records may be customers, jobs, estimates, purchase orders, products, etc.

When you call a program, the related records are displayed in this Data Summary Table. In the illustration, item #2 is the Data Summary Table showing all your customers.

Keying the up or down arrow key or the Page Up/Down will transfer focus to the table, #2. Once the table has focus (it becomes outlined with a red box) keying the arrow keys will select the next row, up or down, in the table. The Page Up and Down move the selection about 6 rows.

Keying a letter will move the selected table row to the record starting with this letter.

Keying a second or third letter will move the selected table row to the record starting with the sequence of letters you have keyed. Keying “F” would show the first “F” and then keying “R” would move to the first customer ID starting with “FR”.

Keying ENTER or clicking on a row will fill in all the information for the selected record. This record’s information will then fill the Text Boxes #1 to #42 in this example.

#3 The Record Data Fields – aka the Text Boxes.

The program generally displays and allows you to edit the various Text Box fields – pieces of information – for one of the records. In this example, they display information for one of the customers,

In this example, the Record Data Fields – the Text Boxes - are numbered 1 to 42 and show the information for the selected customer - CeRoma, Inc.

The Record Data Fields are always grouped into logical sections. In this example, there are four sections – one has overall descriptive informa-

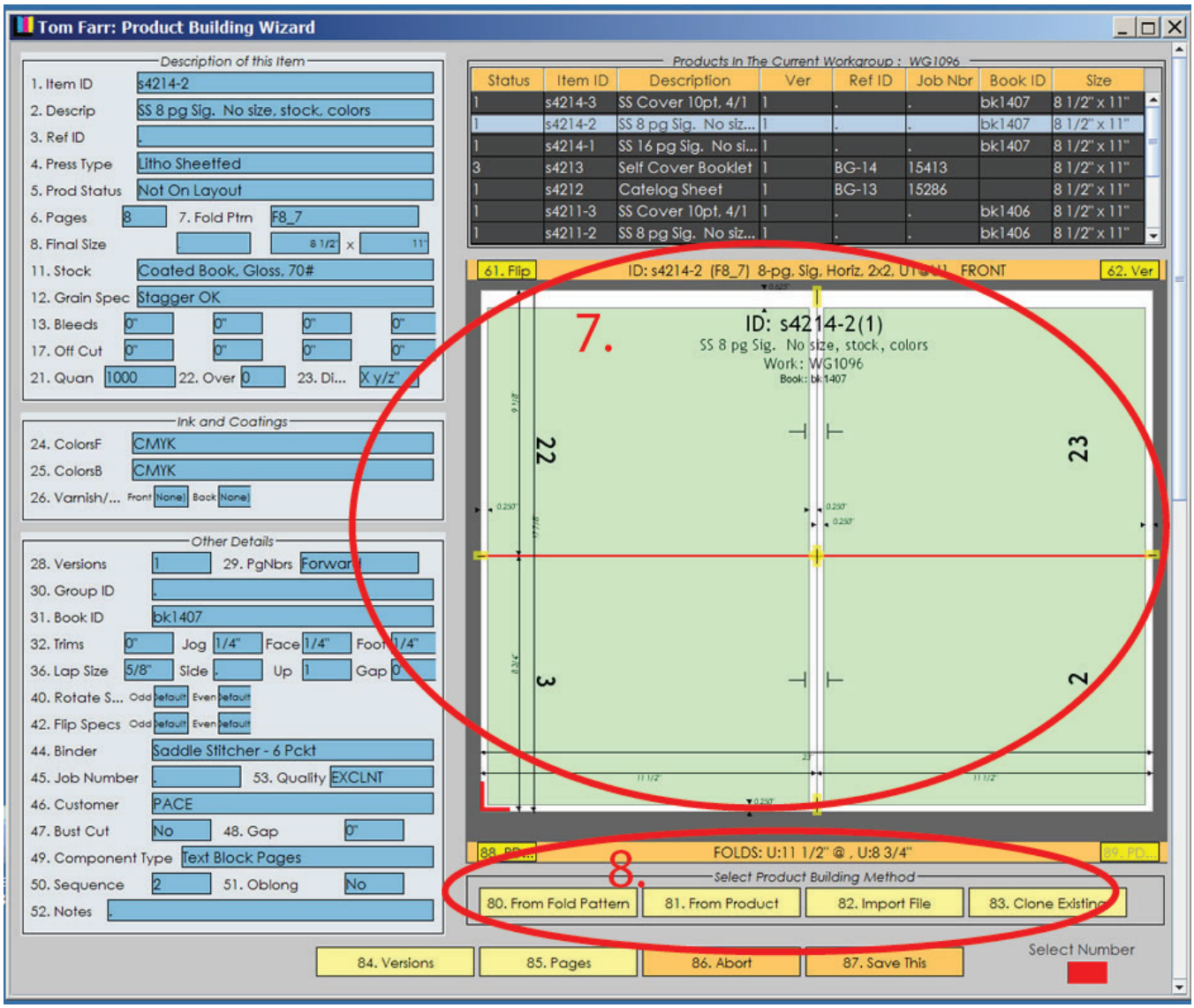
tion about the customer, another has billing and sales tax information and another has financial information.

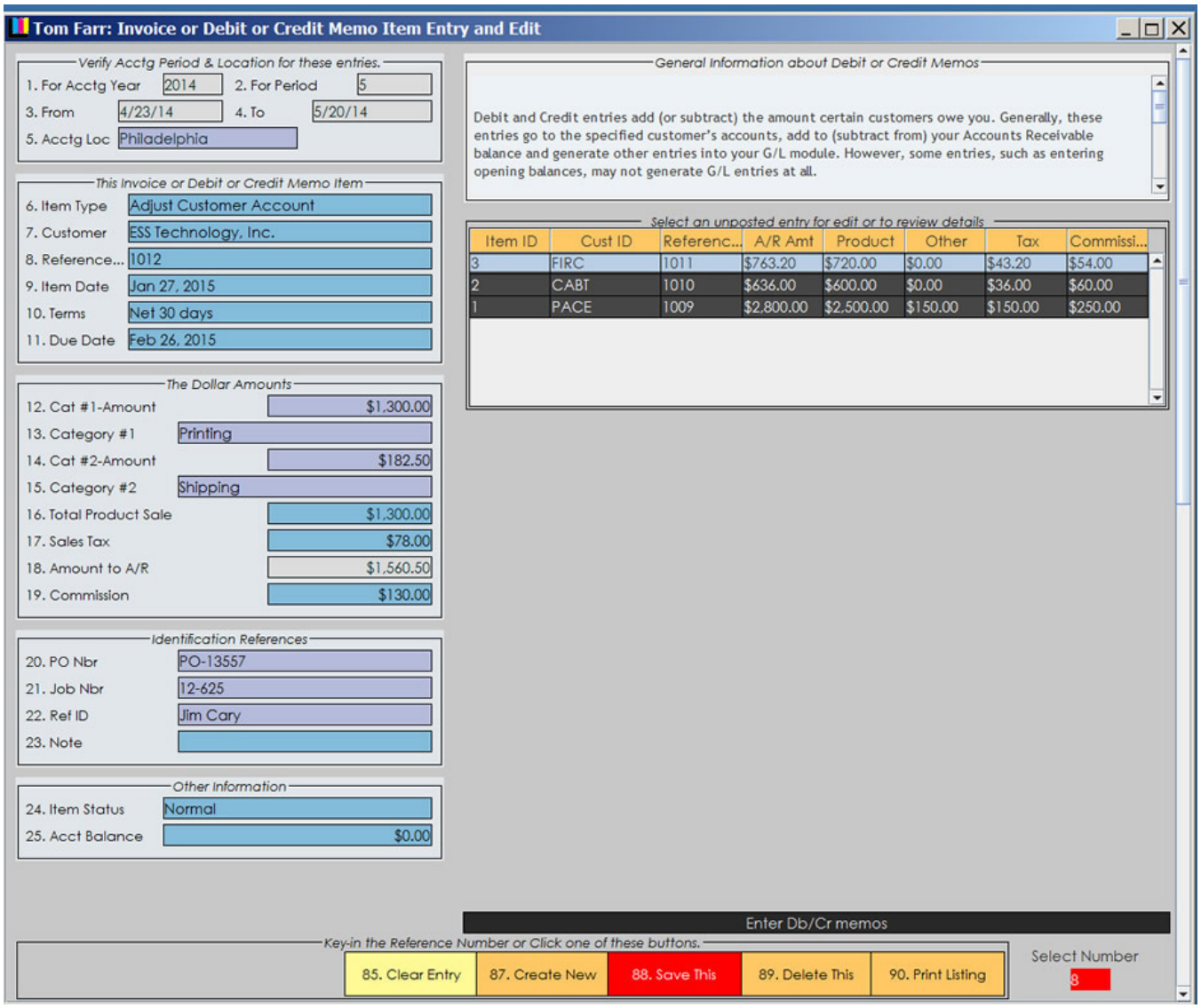
Shown here is another area, #6, that is a tree structure showing all the contact people and addresses linked to this customer. This information comes from another integrated App called Contacts Management. Refer to the documentation on the Contacts Management App for additional information, but a customer, a supplier, a collaborator etc. can have any number of contact persons and each person can have any number of address, phone numbers and email addresses, etc.

Keying any of the reference numbers – the field number shown next to each Text Box field – into the Reference Number Control will transfer focus to that Text Box number. Then, you can modify it.

Notice that some Text Boxes have different background colors. These color options are always the same for all display screens among all the Apps.

Gray background = Text Boxes cannot be changed. They are automatically updated and




Tom Farr: Invoice or Debit or Credit Memo Item Entry and Edit
Verify Acctg Period & Location for these entries.
1. For Acctg Year 2014
2. For Period 5
3. From 4/23/14
4. To 5/20/14
5. Acctg Loc Philadelphia
This Invoice or Debit or Credit Memo Item
6. Item Type Adjust Customer Account
7. Customer ESS Technology, Inc.
8. Reference... 1012
9. Item Date Jan 27, 2015
10. Terms Net 30 days
11. Due Date Feb 26, 2015
The Dollar Amounts
12. Cat #1-Amount $1,300.00
13. Category #1 Printing
14. Cat #2-Amount $182.50
15. Category #2 Shipping
16. Total Product Sale $1,300.00
17. Sales Tax $78.00
18. Amount to A/R $1,560.50
19. Commission $130.00
Identification References
20. PO Nbr PO-13557
21. Job Nbr 12-625
22. Ref ID Jim Cary
23. Note
Other Information
24. Item Status Normal
25. Acct Balance $0.00
General Information about Debit or Credit Memos
Debit and Credit entries add (or subtract) the amount certain customers owe you. Generally, these entries go to the specified customer's accounts, add to (subtract from) your Accounts Receivable balance and generate other entries into your G/L module. However, some entries, such as entering opening balances, may not generate G/L entries at all.
Select an unposted entry for edit or to review details
Item ID Cust ID Referenc... A/R Amt Product Other Tax Commissi...
3 FIRC 1011 $763.20 $720.00 $0.00 $43.20 $54.00
2 CABT 1010 $636.00 $600.00 $0.00 $36.00 $60.00
1 PACE 1009 $2,800.00 $2,500.00 $150.00 $150.00 $250.00
Enter Db/Cr memos
Key-in the Reference Number or Click one of these buttons.
85. Clear Entry
87. Create New
88. Save This
89. Delete This
90. Print Listing
Select Number
8

maintained by the software processes.

Blue background = Text Boxes that can be edited.

Purple background = Text Boxes that you have just modified. #17 in this example, the customer's credit limit. Note also, when you make any change, the "Save Changes" button, #88, turns red. Changes are not permanent until you "Save" them.

Orange background = Forced Text Boxes. There are none of these illustrated but this indicates you have forced a setting that is normally automatically calculated. For example, if you forced the sales tax amount to be different than normally calculated.

#4 Bottom Row Buttons

Generally, there are four buttons, #4. They always have the same numbers and perform the same functions, regardless of which App and which program.

Entering "86" to "90" will click that button. Or, you can click one of the buttons with the mouse.

Buttons "87" to "90" appear on most File Maintenance screens.

Click to 87 to add a new record.

Click 88 to save the changes you have made. Text Boxes that you have just changes, #17 in this example, the customer's credit limit become purple. When you make any change, the "Save

Changes" button, #88, turns red. Changes are not permanent until you "Save" them.

Click 89 to delete the displayed record.

Click 90 to print a summary listing of all the records in this file.

Additional buttons

Sometimes there are additional buttons. In this example, button 86 will open a new window allowing you to add or edit addresses and contact people associated with the record.

Note that additional buttons are a different color to emphasize that they are there.

#5 The Reference Number Control

This is described in detail below, in the next section.

Normally this is red – meaning it is active. When another object has focus, such as the data table #2, this turns blue.

When you complete an action, like changing one of the Text Boxes, this usually turns red again automatically as focus returns to it.

Or, keying ESCAPE turns it red again.

When this is red – it is active - it looks for different types of inputs and does different things. The next section describes all the options.

There are many other features of this control – they are described below, in the next section.

#6 Additional Panels.

When additional information must be presented, an additional display panel will be added to the basic screen display.

Shown in the first illustration is an additional panel area, #6, that is a tree structure showing all the contact people and addresses linked to this customer. This information comes from another integrated App called Contacts Management. Refer to the documentation on the Contacts Management App for additional information, but a customer, a supplier, a collaborator etc. can have any number of contact persons and each person can have any number of address, phone numbers and email addresses, etc.

In the second illustration, #7 is an additional panel area that contains a schematic drawing of an 8-page signature.

#8 Occasional Variations, Such As Additional Buttons.

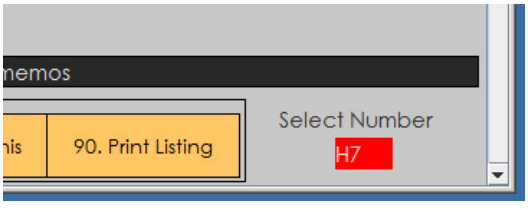
On this Screen Display, #8 shows four additional special purpose – buttons.

THE REFERENCE NUMBER CONTROL:

The standard four buttons – add, save, delete and print – have different labels consistent with the requirements of this screen display.

The Reference Number Control is a patent pending concept invented by Livewire programmers.

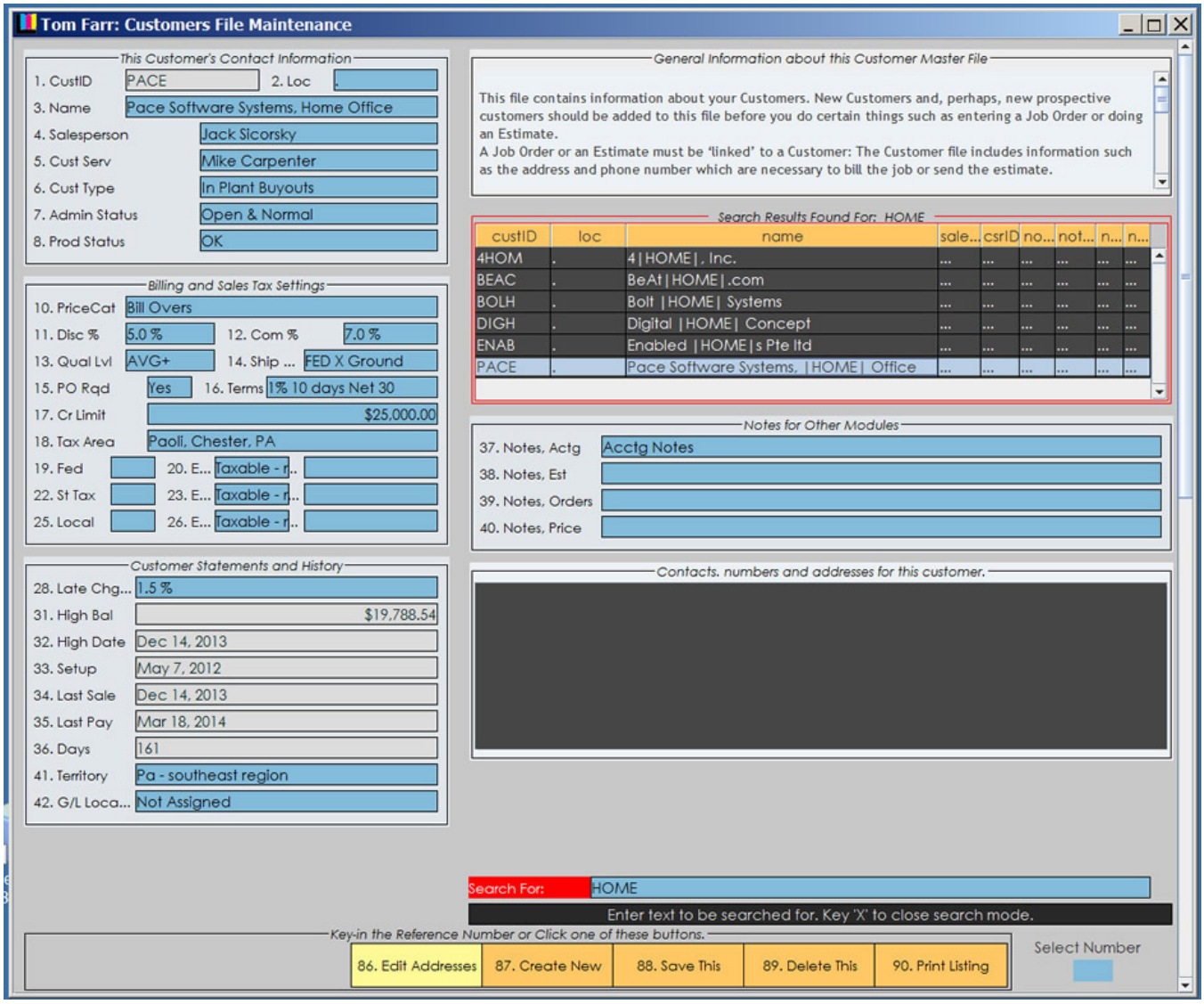
It allows you to use a mouse as normal, however it automatically incorporates several useful, time-saving and error reducing features.



Ever since the first PCs began incorporating a mouse, users continued to find that using keys was still necessary – you usually type in the text and you probably do CTRL C, or CTRL V, or CTRL ALT DELETE? We do this because using the mouse isn't always the easiest or fastest way.

Control-C, for example, is a common computer command which causes the operating system to "copy" text or image to the clipboard.

The Reference Number Control does similar things, but you never need two hands. And, it


Tom Farr: Customers File Maintenance
This Customer's Contact Information
1. CustID PACE 2. Loc .
3. Name Pace Software Systems, Home Office
4. Salesperson Jack Sicorsky
5. Cust Serv Mike Carpenter
6. Cust Type In Plant Buyouts
7. Admin Status Open & Normal
8. Prod Status OK
Billing and Sales Tax Settings
10. PriceCat Bill Overs
11. Disc % 5.0 % 12. Com % 7.0 %
13. Qual Lvl AVG+ 14. Ship ... FED X Ground
15. PO Rqd Yes 16. Terms 1% 10 days Net 30
17. Cr Limit $25,000.00
18. Tax Area Paoli, Chester, PA
19. Fed 20. E... Taxable - r...
22. St Tax 23. E... Taxable - r...
25. Local 26. E... Taxable - r...
Customer Statements and History
28. Late Chg... 1.5 %
31. High Bal $19,788.54
32. High Date Dec 14, 2013
33. Setup May 7, 2012
34. Last Sale Dec 14, 2013
35. Last Pay Mar 18, 2014
36. Days 161
41. Territory Pa - southeast region
42. G/L Loca... Not Assigned
General Information about this Customer Master File
This file contains information about your Customers. New Customers and, perhaps, new prospective customers should be added to this file before you do certain things such as entering a Job Order or doing an Estimate.
A Job Order or an Estimate must be 'linked' to a Customer: The Customer file includes information such as the address and phone number which are necessary to bill the job or send the estimate.
Search Results Found For: HOME
custID loc name sale... csrID no... not... n... n...
4HOM . 4|HOME|, Inc.
BEAC . BeAt|HOME|.com
BOLH . Bolt |HOME| Systems
DIGH . Digital |HOME| Concept
ENAB . Enabled |HOME|s Pte ltd
PACE . Pace Software Systems, |HOME| Office
Notes for Other Modules
37. Notes, Actg Acctg Notes
38. Notes, Est
39. Notes, Orders
40. Notes, Price
Contacts, numbers and addresses for this customer.
Search For: HOME
Enter text to be searched for. Key 'X' to close search mode.
Key-in the Reference Number or Click one of these buttons.
86. Edit Addresses
87. Create New
88. Save This
89. Delete This
90. Print Listing
Select Number

On most screens, you can enter “S” to specify a search of the database for records containing a search string which you enter.

does things relevant to the screen display you are using.

For example, keying “10” at any time – except when you are entering into a text box – will:

Transfer focus to Text Box #10, if #10 is a text field.

Click the button #10, if #10 is a button.

Toggle the radio button or the “Yes/No” box, if #10 is a radio button or a “Yes/No” box.

Transfer focus to #10, if #10 is a table or a tree.

Search for “10” in the table, if you have the table in focus.

With Livewire, you can always do most anything by using the 10 key numeric pad.

Every input Text Box, button, table, etc. has a “Reference Number” which you can key in – instead of moving from the keyboard – to the mouse – back to the keyboard – then, back to the mouse again.

You can simply key the numbers. Or, you can use the mouse when you wish.

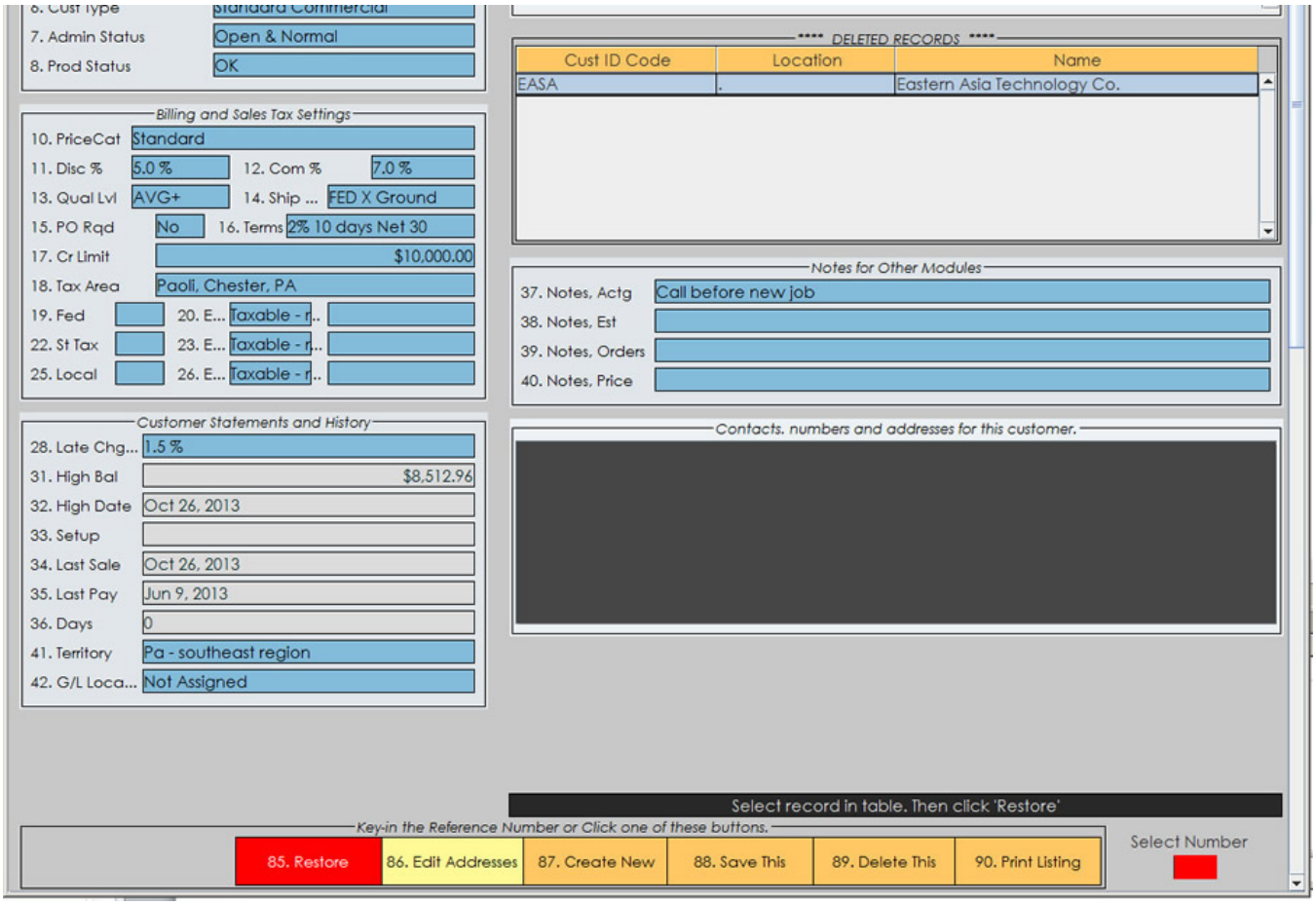
In addition, there are several Special Codes:

Entering “*10” will always pop-up a help screen describing Text Box #10.

When entering dates, a period “.” generates to-

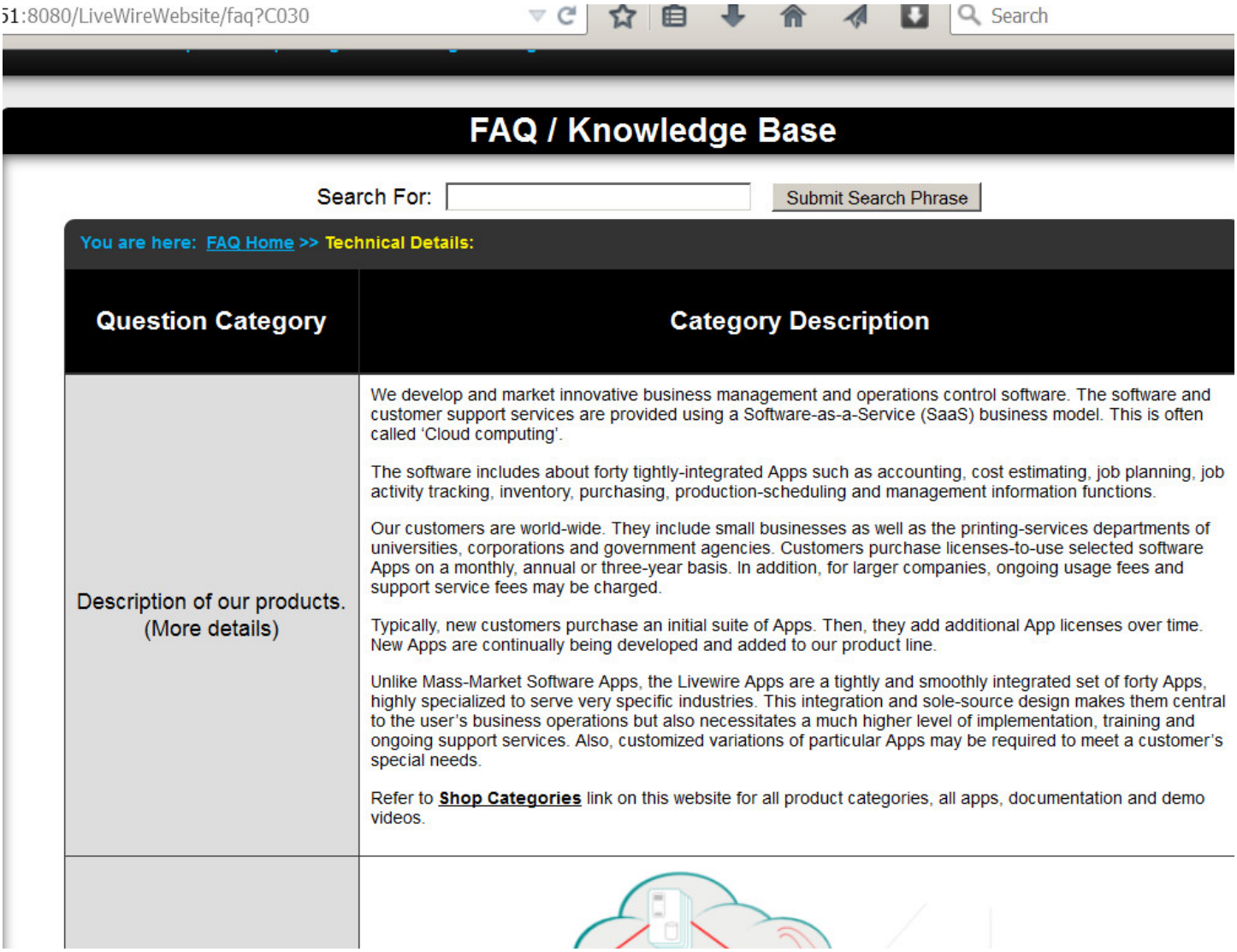
days date, a plus "+" adds a day to the date each time you key it, a minus subtracts a day, Page-Up/PageDown adds or subtracts a week and Home/End adds or subtracts a month.

1. Entering 2 digits automatically begins process. Or, enter 1 digit then RETURN. Easiest to enter 05 for 5 so you don't enter RETURN. However, if one of the special preface characters are entered first – h, H, s, S, *, ! – then one or two digits following function as described.
2. Entering "00" closes the window and returns to Main Menu. This is the same as closing window with the mouse click on the "X".
3. Entering the reference number of a Text Field transfers focus to that field allowing it to be edited.
4. Entering the reference number of a Text Field that has a possible length > 45 characters, opens a temporary 'big box' to allow more visibility of long test strings.
5. Keying ESCAPE when a Text Field that is being edited restores the original text.
6. Keying ESCAPE when the Reference Number Control is not red – is not in focus – transfers focus to it. Normally this may happen after using the mouse.
7. Entering the reference number of a Table or a Tree transfers focus to it. Focus is indicated by the border turning red.
8. Entering the reference number of a button clicks the button.
9. Entering the reference number of a radio button toggles it on/off.
10. Entering the reference number of a Text Box



requiring yes or no, toggles the answer.

11. Entering the reference number of a Text Box having a pick-list of options displays the list, arrow keys move the selection up and down, ENTER selects the highlighted one.
12. Entering the reference number of a Text Field prefaced with asterisk - *10 – opens a pop-up window showing additional information about that field.
13. Entering an up-Arrow, down-Arrow, page-Up or page-Down transfers focus to the The Data Summary Table. Once that Table has focus, the same keys move the selected row up and down.
14. Entering a left-Arrow or right-Arrow scrolls the information panel up or down.
15. Entering “H” with a number – like “H10” will automatically show the documentation for that Text Box number, 10 in this case, on the screen you are working on.
16. Entering “S” will open the Search Window. Then, you can search for any text associated with a customer, supplier, job, inventory item, purchase order… etc.


51:8080/LiveWireWebsite/faq?C030
Search
FAQ / Knowledge Base
Search For:
Submit Search Phrase
You are here: FAQ Home >> Technical Details:
Question Category
Category Description
Description of our products. (More details)
We develop and market innovative business management and operations control software. The software and customer support services are provided using a Software-as-a-Service (SaaS) business model. This is often called ‘Cloud computing’.
The software includes about forty tightly-integrated Apps such as accounting, cost estimating, job planning, job activity tracking, inventory, purchasing, production-scheduling and management information functions.
Our customers are world-wide. They include small businesses as well as the printing-services departments of universities, corporations and government agencies. Customers purchase licenses-to-use selected software Apps on a monthly, annual or three-year basis. In addition, for larger companies, ongoing usage fees and support service fees may be charged.
Typically, new customers purchase an initial suite of Apps. Then, they add additional App licenses over time. New Apps are continually being developed and added to our product line.
Unlike Mass-Market Software Apps, the Livewire Apps are a tightly and smoothly integrated set of forty Apps, highly specialized to serve very specific industries. This integration and sole-source design makes them central to the user’s business operations but also necessitates a much higher level of implementation, training and ongoing support services. Also, customized variations of particular Apps may be required to meet a customer’s special needs.
Refer to Shop Categories link on this website for all product categories, all apps, documentation and demo videos.

17. Entering “X” will close the Search operation, if it has been opened.

18. Entering “D” will display all the Deleted records. By selecting one, then re-saving it, the deleted record will be restored.

19. Entering “M” will display Demo records. This are records that serve as examples of what information goes into each Text Box field. These are useful for learning about the software when the user is new and unfamiliar with the App.

20. Entering “CS” will open the “Request Customer Support Services” dialog box. There, you can enter a message for your CSR. The program you are currently running and your recent activity will automatically be appended to you request and sent to your CSR.

Entering Dates.

When Focus is on a Text Field containing a Date:

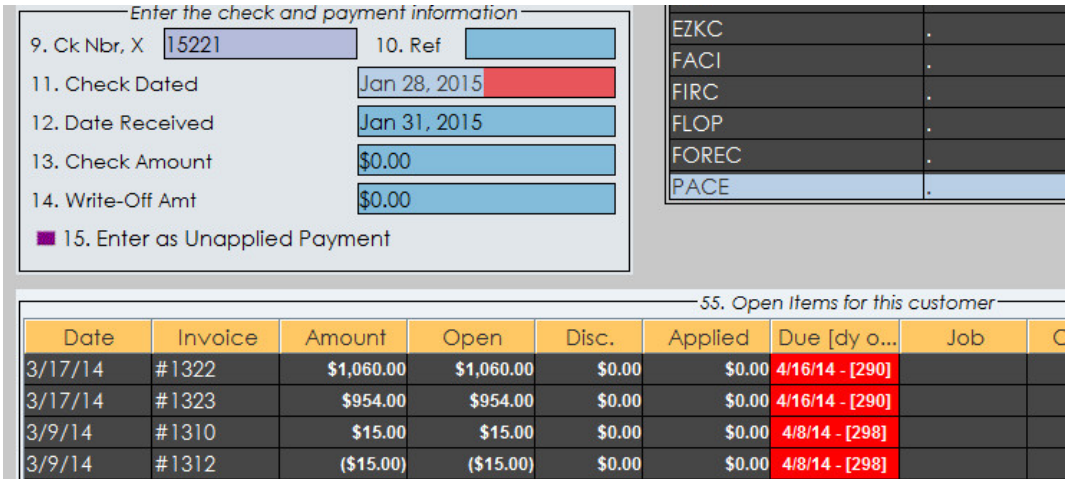
+	Add 1 day
-	Subtract one day
PgU	Add 1 week
PgD	Subtract 1 week
Home	Add 1 month
End	Subtract 1 month

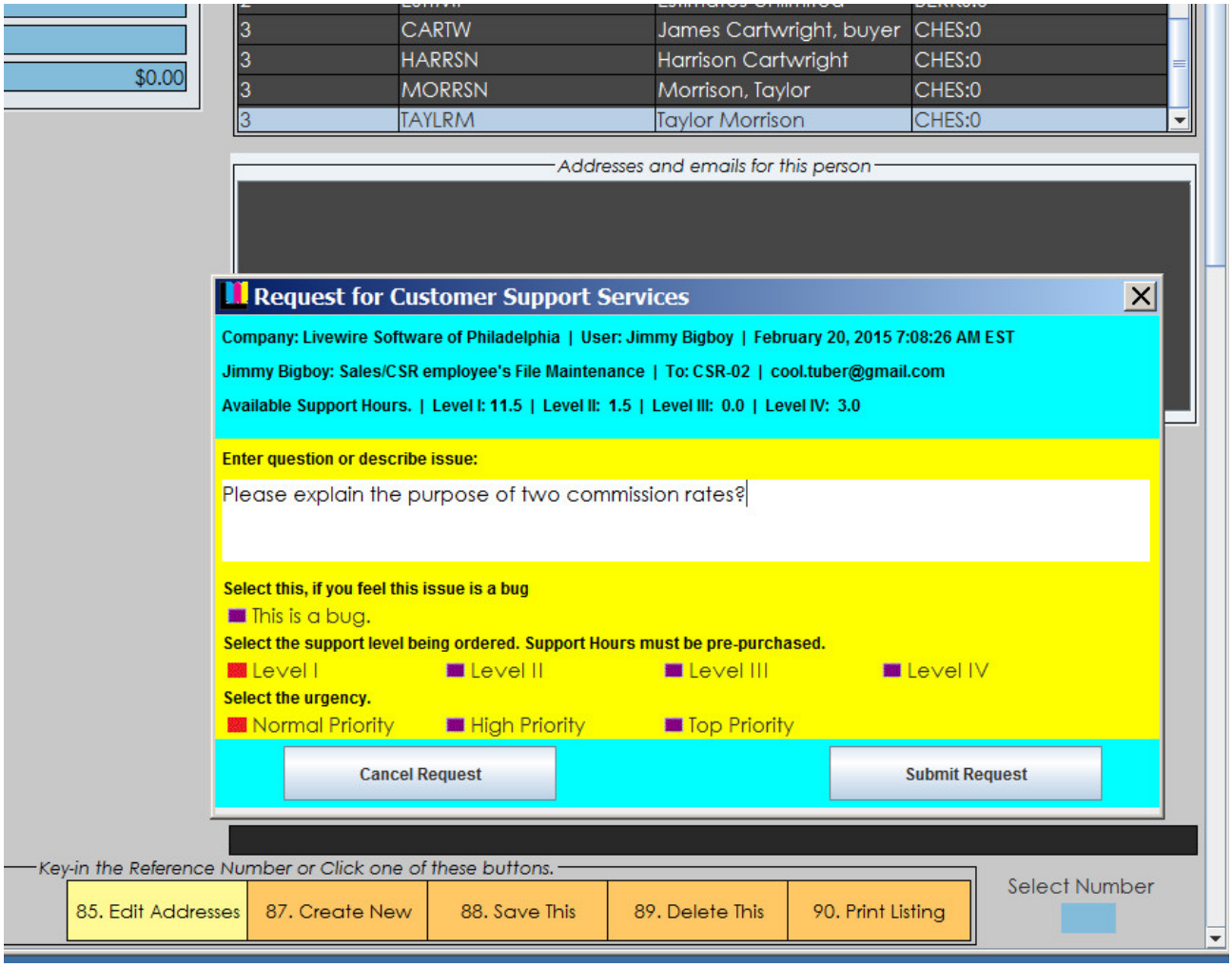
Keying “S” into the Reference Number Control opens the Search mode. Then, enter some text and all records containing that text will be displayed.

Keying “D” into the Reference Number Control displays all Deleted records. A new button, “85. Restore” also appears. By selecting one of the displayed Deleted records, then clicking the button #85. Restore, the deleted record will be restored.

Keying “H##” into the Reference Number Control, where ## is the reference number of one of the Text Fields on the display, will open a window of the Livewire website. There, you will see the Livewire System-Wide Glossary.

The System-Wide Glossary on the Livewire website is a list of terms and a definition of each term. Each term relates to one or more of the Livewire Apps. Initially you will see the terms relating to the App you are currently operating




$0.00
3 CARTW James Cartwright, buyer CHES:0
3 HARRSN Harrison Cartwright CHES:0
3 MORRSN Morrison, Taylor CHES:0
3 TAYLRM Taylor Morrison CHES:0
Addresses and emails for this person
Request for Customer Support Services
Company: Livewire Software of Philadelphia | User: Jimmy Bigboy | February 20, 2015 7:08:26 AM EST
Jimmy Bigboy: Sales/CSR employee's File Maintenance | To: CSR-02 | cool.tuber@gmail.com
Available Support Hours. | Level I: 11.5 | Level II: 1.5 | Level III: 0.0 | Level IV: 3.0
Enter question or describe issue:
Please explain the purpose of two commission rates?
Select this, if you feel this issue is a bug
This is a bug.
Select the support level being ordered. Support Hours must be pre-purchased.
Level I
Level II
Level III
Level IV
Select the urgency.
Normal Priority
High Priority
Top Priority
Cancel Request
Submit Request
Key-in the Reference Number or Click one of these buttons.
85. Edit Addresses
87. Create New
88. Save This
89. Delete This
90. Print Listing
Select Number

Entering “CS” into the Reference Number Control will open the “Request Customer Support Services” dialog box. There, you can enter a message for your CSR. The program you are currently running and your recent activity will automatically be appended to you request and sent to your CSR.

USER INTERFACE AND INTERACTION

After a program has been launched from the menu, you can view the initial display information; and, you can enter or edit information into any of the Text Boxes.

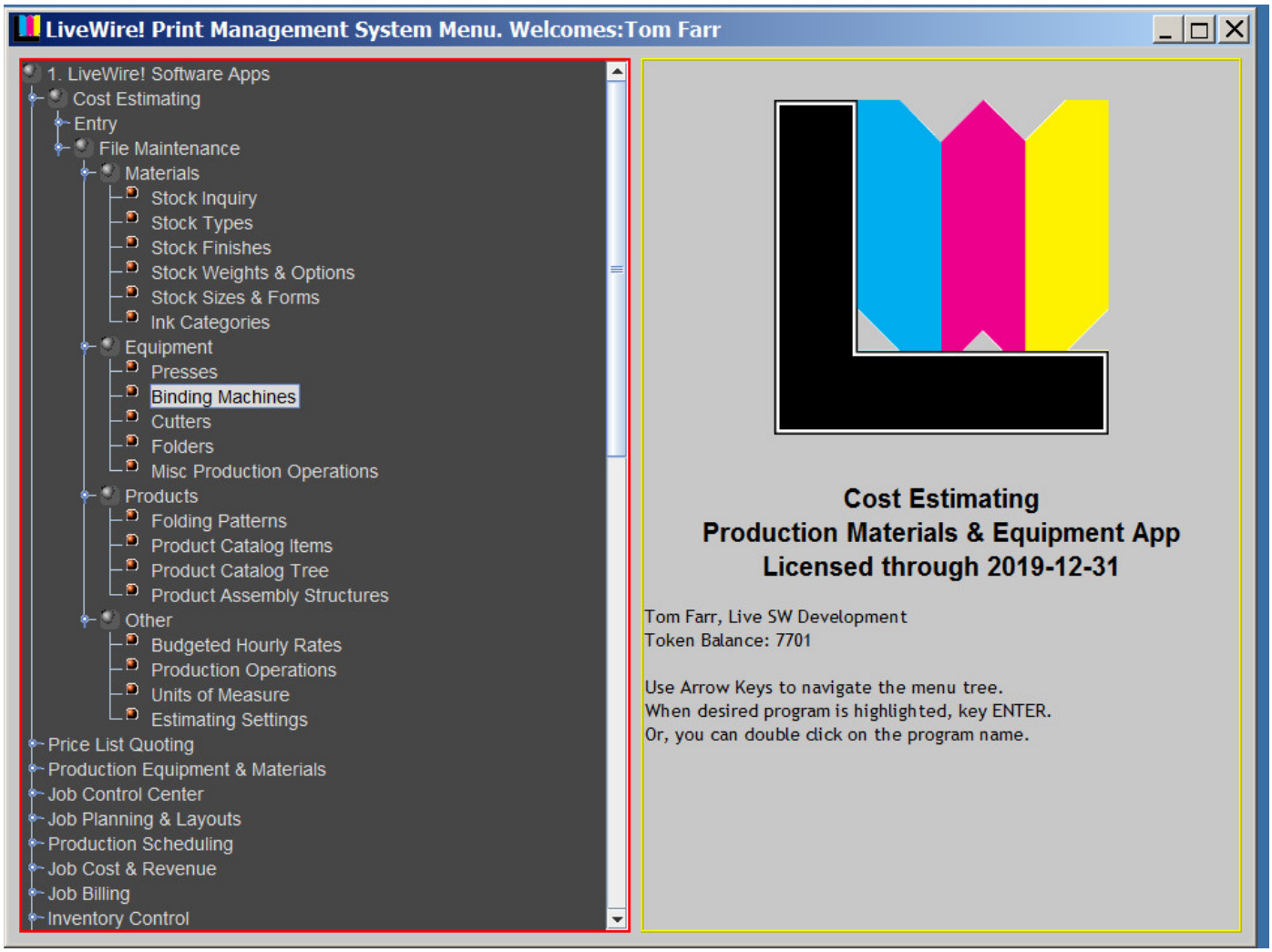
Remember – no information will be permanently saved until you click the #88 Save This button.

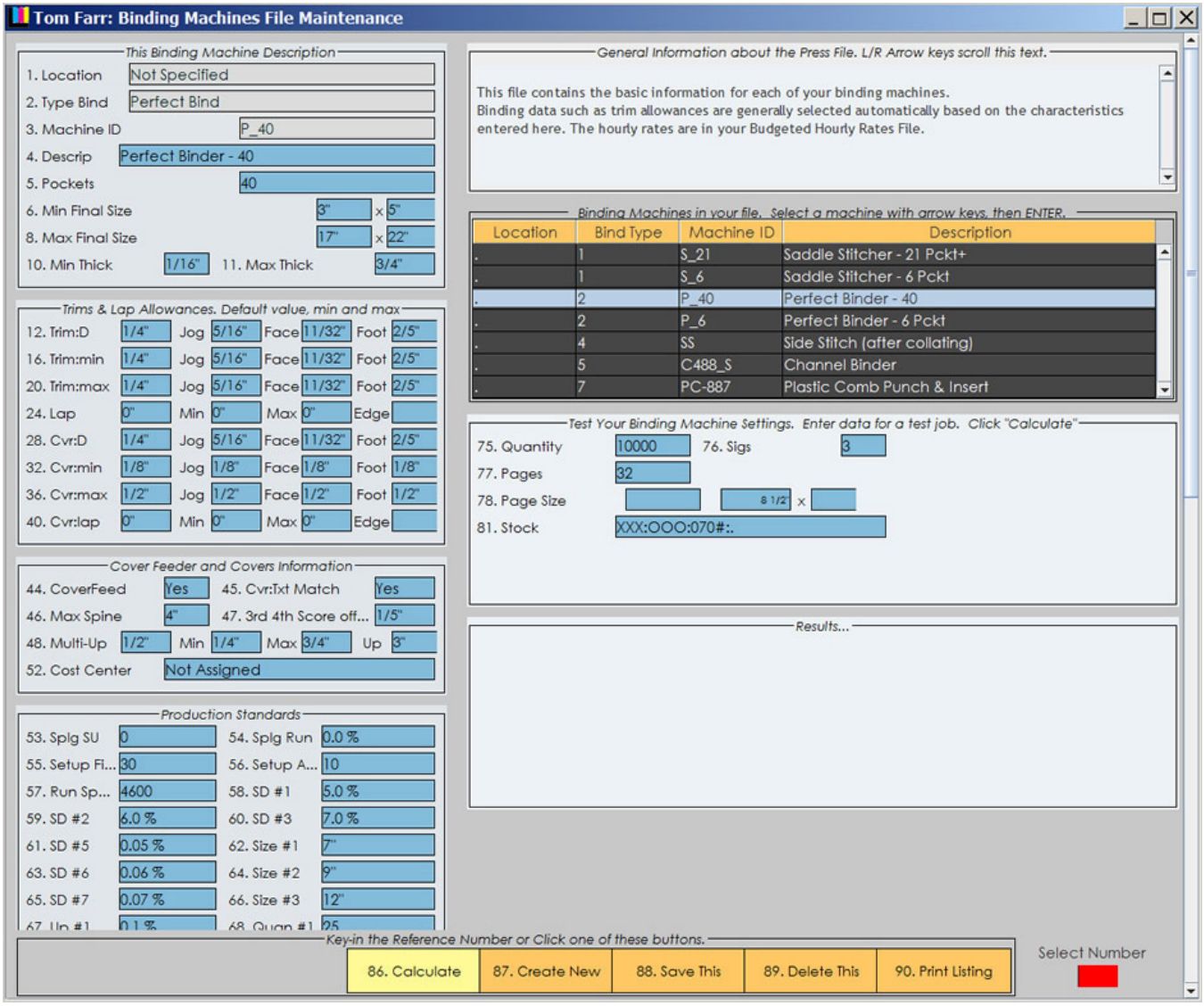
Entering and Editing Information.

This menu image shows some of the many “File Maintenance” programs. In this case, files used by the Cost Estimating App. Note that the “Entry” programs node is closed, so the data entry type of programs are not shown.

File Maintenance are the most common type of program. These, as well as some other types of programs, have a Data Summary Table as shown here.

Typically, the process goes as follows:




Tom Farr: Binding Machines File Maintenance
This Binding Machine Description
1. Location Not Specified
2. Type Bind Perfect Bind
3. Machine ID P_40
4. Descrip Perfect Binder - 40
5. Pockets 40
6. Min Final Size 3" x 5"
8. Max Final Size 17" x 22"
10. Min Thick 1/16" 11. Max Thick 3/4"
Trims & Lap Allowances. Default value, min and max
12. Trim:D 1/4" Jog 5/16" Face 11/32" Foot 2/5"
16. Trim:min 1/4" Jog 5/16" Face 11/32" Foot 2/5"
20. Trim:max 1/4" Jog 5/16" Face 11/32" Foot 2/5"
24. Lap 0" Min 0" Max 0" Edge
28. Cvr:D 1/4" Jog 5/16" Face 11/32" Foot 2/5"
32. Cvr:min 1/8" Jog 1/8" Face 1/8" Foot 1/8"
36. Cvr:max 1/2" Jog 1/2" Face 1/2" Foot 1/2"
40. Cvr:lap 0" Min 0" Max 0" Edge
Cover Feeder and Covers Information
44. CoverFeed Yes 45. Cvr:Txt Match Yes
46. Max Spine 4" 47. 3rd 4th Score off... 1/5"
48. Multi-Up 1/2" Min 1/4" Max 3/4" Up 3"
52. Cost Center Not Assigned
Production Standards
53. Splg SU 0 54. Splg Run 0.0 %
55. Setup Fi... 30 56. Setup A... 10
57. Run Sp... 4600 58. SD #1 5.0 %
59. SD #2 6.0 % 60. SD #3 7.0 %
61. SD #5 0.05 % 62. Size #1 7"
63. SD #6 0.06 % 64. Size #2 9"
65. SD #7 0.07 % 66. Size #3 12"
General Information about the Press File. L/R Arrow keys scroll this text.
This file contains the basic information for each of your binding machines.
Binding data such as trim allowances are generally selected automatically based on the characteristics entered here. The hourly rates are in your Budgeted Hourly Rates File.
Binding Machines in your file. Select a machine with arrow keys, then ENTER.
Location Bind Type Machine ID Description
1 S_21 Saddle Stitcher - 21 Pckt+
1 S_6 Saddle Stitcher - 6 Pckt
2 P_40 Perfect Binder - 40
2 P_6 Perfect Binder - 6 Pckt
4 SS Side Stitch (after collating)
5 C488_S Channel Binder
7 PC-887 Plastic Comb Punch & Insert
Test Your Binding Machine Settings. Enter data for a test job. Click "Calculate"
75. Quantity 10000 76. Sigs 3
77. Pages 32
78. Page Size 8 1/2 x
81. Stock XXX:OOO:070#:.
Results...
Key-in the Reference Number or Click one of these buttons.
86. Calculate
87. Create New
88. Save This
89. Delete This
90. Print Listing
Select Number

Step #1.

Select and launch the program from the menu.

Step #2.

Select a record from The Data Summary Table. The detail field data for the selected record will populate the Text Box fields.

The Data Summary Table shows a summary of the records in the file. The selected record has populated the 60+ Text Boxes with its detailed data fields.

Step #3.

Enter a field Reference Number

Since the Reference Number Control is red, it has focus. The number entered will go there. Enter two digits: “04” or “44” for example.

The gray Text Boxes can’t be changed.

Focus will transfer to the Text Field you enter.

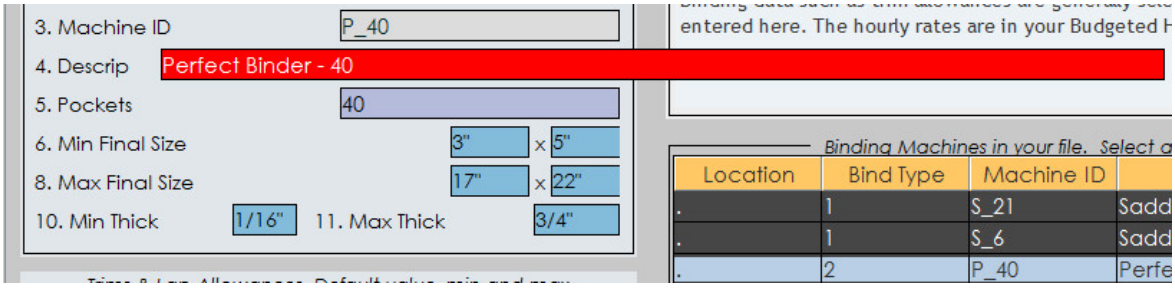
Depending of the characteristics of the Text Field, the response will vary.

#5 is a number.

Key in a new number, then ENTER

Validation:

If the number is too small or too big, a message will appear and you must enter a number within the acceptable range.



#4 is a description.

Key in the description, then ENTER.

Note: If the available space is > 45 characters, the Text Box will extend for readability.

Validation:

If you enter too few or too many characters, a message will appear.

#6 is a size – this has a width x height.

Note #7 doesn't show, but you could enter "07".

Note: When the first dimension is entered, focus automatically goes to the next dimension.

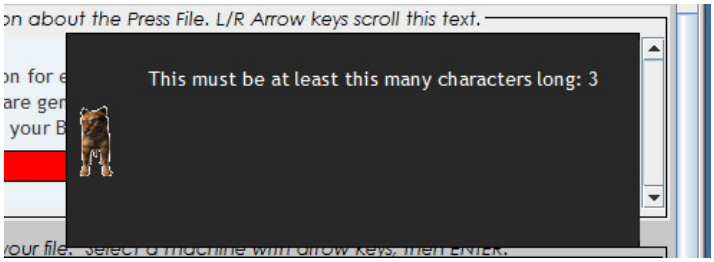
Validation:

If you enter a size that is too small or too large, a message will appear and you must enter a valid size.

#12 is a set of four dimensions – the trim on each of the four edges of a sheet of paper.

Note: The four boxes are #12, #13, #14 and #15.

#58 is a percentage.



Note: The percent symbol appears automatically. You simple enter 5.

#52 opens a Pick-List.

Use the up/down arrow keys to make a selection. Then key ENTER

Note: One of the options in the Pick-List must be selected. You cannot enter directly into Text Box #52.

#78 is a size, but a Pick-List appears showing the valid choices.

Note: When the size is selected, #78, #79 and #80 will be automatically populated.

Note: Normally a Pick-List selection cannot be subsequently modified. However, in the case of sizes you have the ability to adjust the individual dimensions after selection.

Note: The first selection is 0 x 0 This is intended to be used when you wish to manually enter the two dimensions.

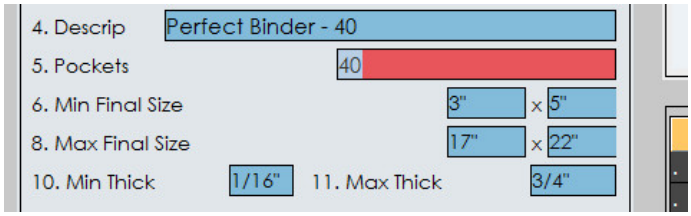
#86 is a button. Keying "86" clicks this button labeled "Calculate"

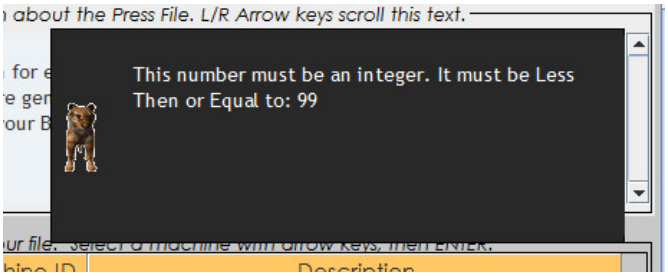
In this example, the production time required is calculated and displayed.

This is useful to verify the production parameters you have entered – the speed, the set-up time, etc. The calculation is for this machine to produce the indicated quantity – 10,000 as shown in #75 – and the indicated number of Pages and the indicated Page Size.

#11 on this Display Screen is a date.

To enter or edit a date:





When Focus is on a Text Field containing a Date:

. a period – sets to today's date

+ Add 1 day. Repeat key adds 1 day for each keystroke.

- Subtract one day. Repeat key subtracts 1 day for each keystroke.

PgU Add 1 week. Repeat key adds 1 week for each keystroke.

PgD Subtract 1 week

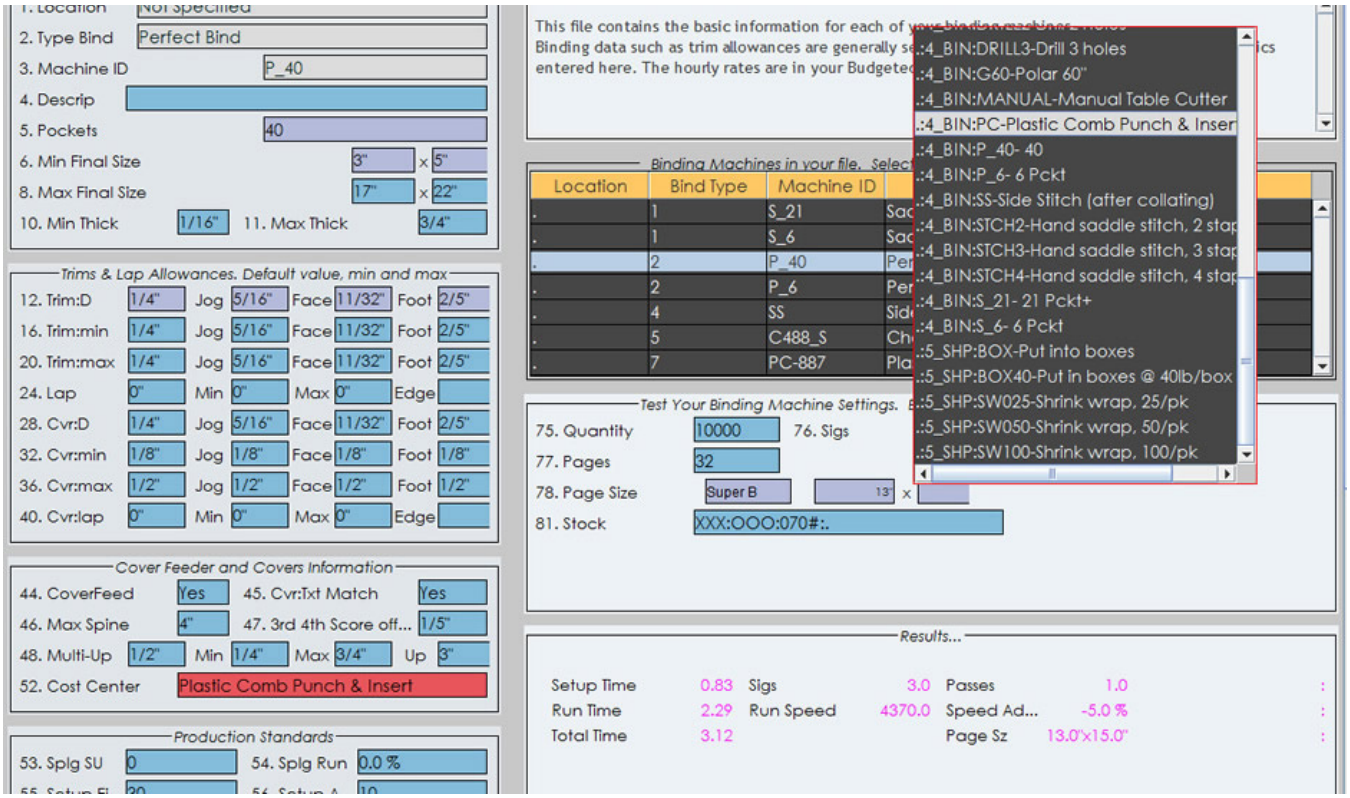
Home Add 1 month

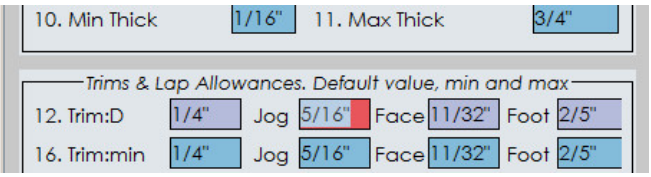
End Subtract 1 month.

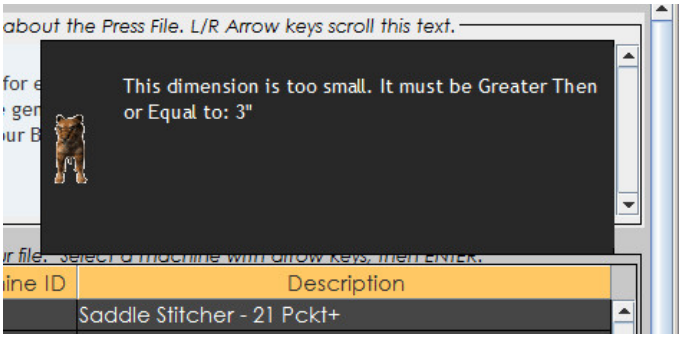
The ESCAPE key will usually do one of the following things:

Escape Key:

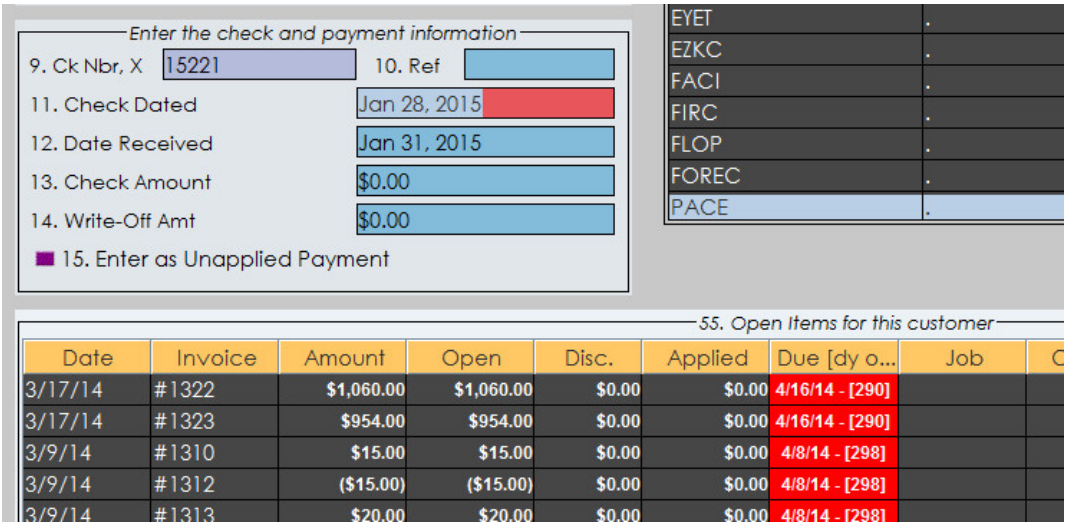
- Restore text field. If you are entering or editing a Text Box, ESCAPE will restore the original value.
- Close Pick List. If a Pick-List is open, ESCAPE will select the highlighted row and close the Pick-List. Keying ENTER will also do this.






about the Press File. L/R Arrow keys scroll this text.
This dimension is too small. It must be Greater Then or Equal to: 3"
ine ID
Description
Saddle Stitcher - 21 Pckt+

- Shift Focus to 'Change Number'. If focus is elsewhere or you cannot determine which object has focus, keying ESCAPE will transfer focus to the Reference Number Control.



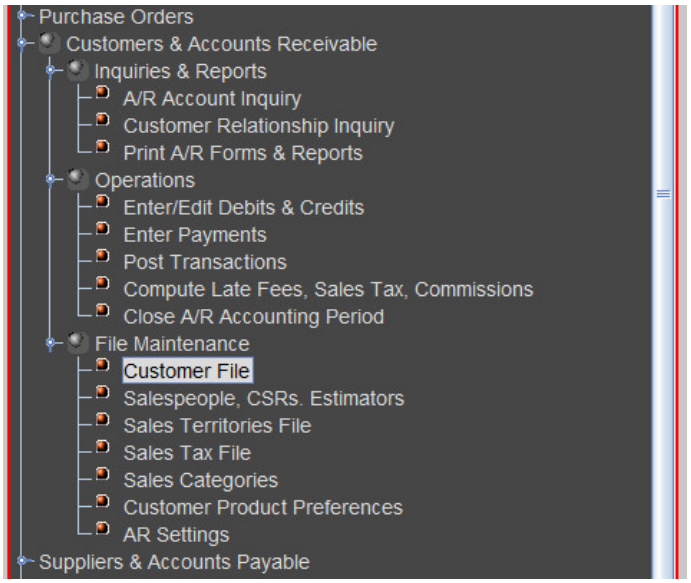
TYPES OF PROGRAMS & DATA FILES:

PROGRAM TYPES

When all the Main Menu tree nodes expanded for the Accounts Receivable App, the name of the programs can be seen. The programs are grouped into three categories: Inquiries & Reports, Operations and File Maintenance. These indicate different functions performed by the different programs.

NOTE: The Livewire documentation uses terminology and explanations of technology strictly the way we at Livewire think and in a very simplified manner. This is not intended to be a tutorial to explain software, programming or database technology. The terminology used here is frequently different than the jargon commonly used by technical experts.

As an introduction to this section, we often refer to different “types of programs” included in the various Apps. This terminology relates to what the programs do and how you operate them. This describes the general structure of the Main Menu as illustrated.



PRODUCTION ACTIVITIES

- There are programs classified as ‘Production Activities’ because they are primarily used by production personnel working in the manufacturing areas. Generally, these are simple updates to a job or an inventory transaction. The operator may simply scan a barcode or entering a brief note relating to a production issue.

INQUIRIES & REPORTS

- There are ‘Inquiry’ programs designed to let you see the current status and other information displayed on your screen that relates to a base file record. To see all activity for a job, as an example or all the invoices for a customer.
- There are ‘print’ programs that allow you to print reports listing certain data contained in the base files as well as listing transactions relating to them. Printing an Accounts Receivable open items report lists the invoices and payments for each customer. Printing monthly statements does this as well.

OPERATIONS

- There are data-entry programs to enter payments, debit memos, journal entries etc.
- There are posting programs that commit newly entered data into the accounting system.
- There are calculation programs such as calculating the costs when doing an estimate.
- There are processing programs such as computation of monthly finance charges.

FILE MAINTAINANCE

- There are file maintenance programs that allow you to view, modify, add and delete records in the base files. The term “base files” includes files such as the customer file, supplier file, job file, inventory file. Typically new customers, jobs, suppliers are being added regularly and this is done using a File Maintenance program.

DATA FILE TYPES

NOTE: The Livewire documentation uses terminology and explanations of technology strictly the way we at Livewire think and in a very simplified manner. This is not intended to be a tutorial to explain software, programming or database technology. The terminology used here is frequently different than commonly used by technical experts.

Each file in your database contains records which represent a certain type of data. For example, the customer file contains information about each of your customers; and, customer is referred to as a record.

Nearly every program interacts with one or more of your data files.

Since the Livewire Apps are “integrated”, many of the data files are related to each other. For example, a customer record in the customer file will be linked or related to that customer’s accounting transactions, estimates done for that customer, jobs being done for that customer, etc.

Just as there are different types of programs, there are different types of data files.

SETTINGS FILES:

Settings files are static. They represent parameters used by the Apps. You can modify most of the data in them, but once you have established the settings you prefer, they are rarely changed.

Using an Accounts Receivable setting as an example, one setting is “terms”. These are the payment terms you offer to your customers – one of these would be selected to appear on your invoices. Common terms are: “COD”, “Net 30 days” and “1% 10, net 30”. Terms such as these are pre-set when you first begin using the App. However, you may want to add additional terms, say “2% 10 days, Net 30 days” and “50% on order, 50% on delivery” or you may want to modify the text.

Viewing and modifying various settings for an App is performed using a “Settings File Maintenance” program. This process is discussed in detail below.

BASE FILES:

We use the term Base Data Files to mean files such as the customer file, supplier file, job file, inventory file, capital equipment file, general ledger accounts file, etc.

The Base Files are generally built when you begin using the App. Then, the individual records remain somewhat stable for a long time. As an example, once a customer is added to the system, his record may not change in any significant way for a long time. The same would be true for the financial statement account record “Cash on hand” after is entered into the General Ledger chart-of-accounts.

Adding new records to the Base Files is an ongoing process. Frequently, you will all new customers to your customer file and new inventory items to your inventory file. This is done using a File Maintenance program.

The File Maintenance programs allow you to view, add new records and modify certain information for records contained in each of the base files. You can also delete records, but this is not very often and must be done with caution.

TRANSACTION FILES:

There are also Transaction Files. Usually these relate to the accounting Apps. For example, invoices generated and sent to your customers and the invoices you receive from your suppliers are common examples of data entered into Transaction Files.

New transactions are generated and entered into your database frequently, often once each day. Transactions can be generated by Data-Entry programs. For example, you may enter a batch of credit memos.

Most of the Processing Programs will automatically generate – or "spin-off" – a batch of transactions. The program to calculate monthly finance charges, for example, will create a new transaction, actually a new invoice or debit-memo, for each customer having over-due invoices.

It is very unusual to "edit" accounting transactions once they have been added.

After creating a "batch" of transactions, they are normally "posted" by running a Posting Program. Once posted, they are committed and become part of your accounting records.

HOLDING FILES:

Holding files contain data that changes frequently and does not affect the accounting functions. This data is generated by Calculation Programs such as computing and re-computing production scheduling data or estimated hours and cost to manufacture a potential job.

Once the new data is computed, there is no interest in maintaining the old data. So, the size of these files fluctuates up and down.

HISTORY FILES:

Some files accumulate data for historical analysis purposes. Sales history, purchase history and job archives would be examples.

This data is normally used for analysis reports to evaluate performance and to estimate future results based on historical results.

THE SETTINGS FILE MAINTENANCE

Most of the Apps have a program named Settings File Maintenance. These programs allow you to view and edit certain Preferences, Options and Defaults for that App.

DESCRIPTION:

There are many miscellaneous pieces of data that can be set up and customized for your company. These are referred to as Preferences, Options and Defaults and they are set and modified in programs called XXX Settings File Maintenance. Most of the Apps have a program with this name.

Your database-in-the-clouds is initialized with common settings, but as you begin using the Apps, you will probably want to adjust several of them.

The System Administration App settings are unique – these settings can only be viewed or changed by your company's System Administrators. These settings include assigning permission levels to each of your company's users. These determine what he/she can access and do within the various Apps.

Preferences:

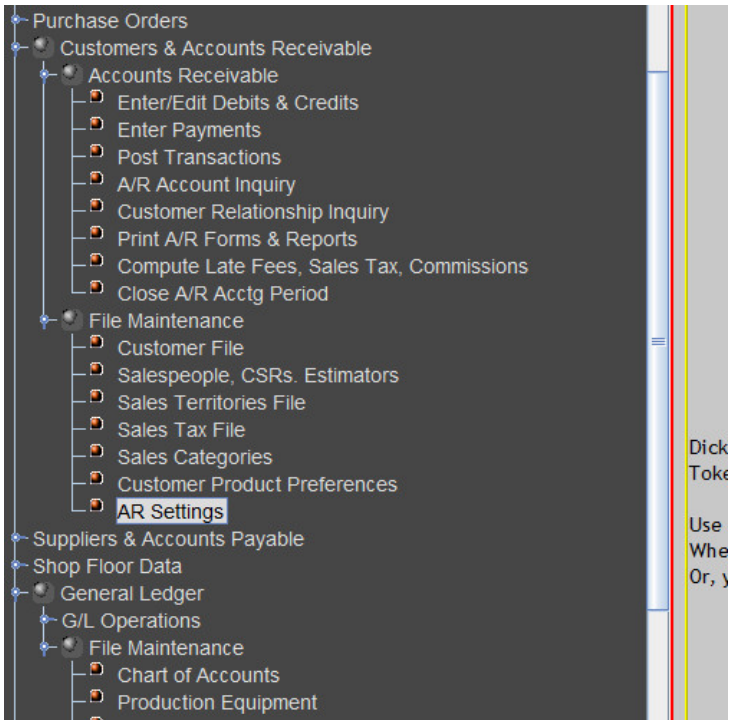
Preferences determine how information is entered or displayed. Sizes can be in inches & fraction, inches & decimal or mm and currency can be in $ or in Euro, for example. Some preferences are related to Language (date formats, number formats and currency formats.)

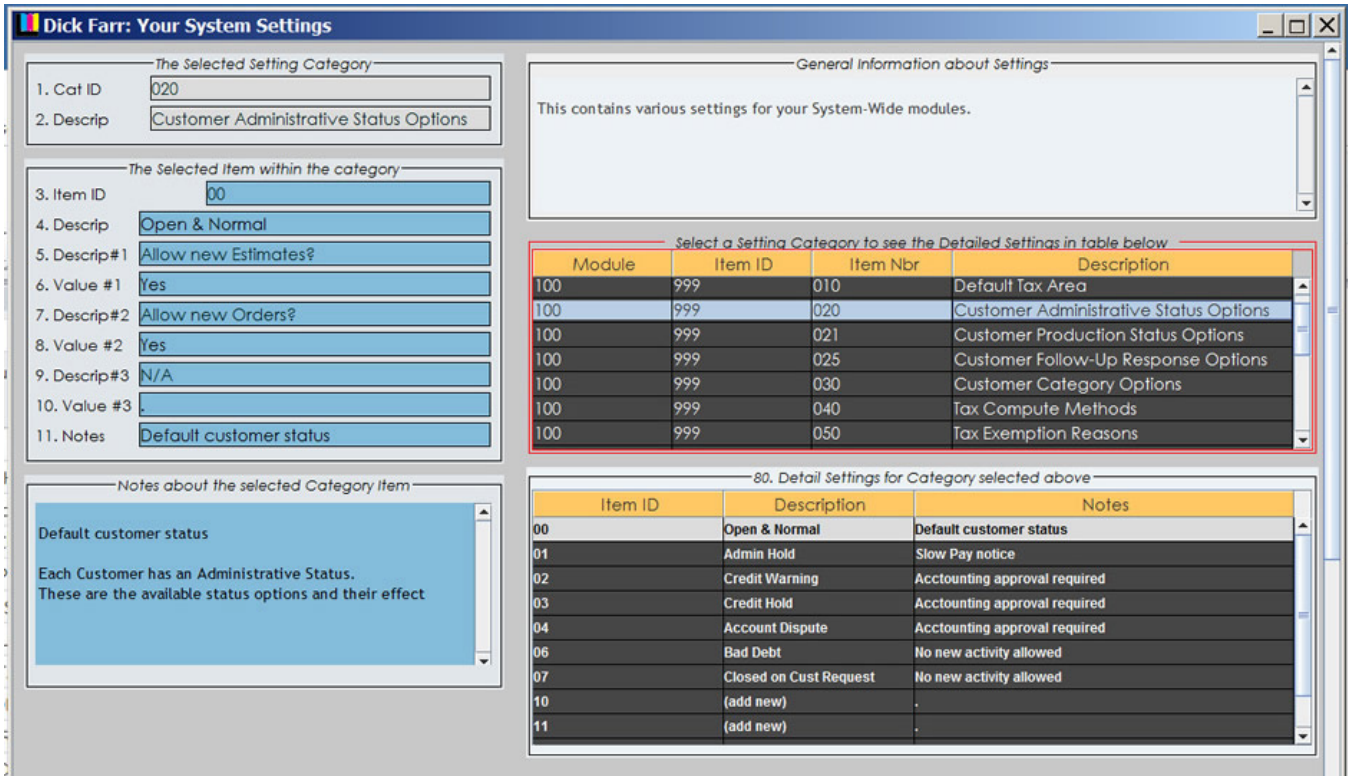
Defaults:

Defaults are a value that will be used unless the user specifically changes it. Eg. a default ink color group of CYMK and a bleed width of 1/8" might be set.

Pick Lists:

Much input data appears in the form of a 'Pick List'. For example, the type of press can be selected (litho sheetfed, web, digital, 3-D…) The user can customize some lists to his/her pre-




Dick Farr: Your System Settings
The Selected Setting Category
1. Cat ID 020
2. Descrip Customer Administrative Status Options
The Selected Item within the category
3. Item ID 00
4. Descrip Open & Normal
5. Descrip#1 Allow new Estimates?
6. Value #1 Yes
7. Descrip#2 Allow new Orders?
8. Value #2 Yes
9. Descrip#3 N/A
10. Value #3 .
11. Notes Default customer status
Notes about the selected Category Item
Default customer status
Each Customer has an Administrative Status.
These are the available status options and their effect
General Information about Settings
This contains various settings for your System-Wide modules.
Select a Setting Category to see the Detailed Settings in table below
Module | Item ID | Item Nbr | Description
100 | 999 | 010 | Default Tax Area
100 | 999 | 020 | Customer Administrative Status Options
100 | 999 | 021 | Customer Production Status Options
100 | 999 | 025 | Customer Follow-Up Response Options
100 | 999 | 030 | Customer Category Options
100 | 999 | 040 | Tax Compute Methods
100 | 999 | 050 | Tax Exemption Reasons
80. Detail Settings for Category selected above
Item ID | Description | Notes
00 | Open & Normal | Default customer status
01 | Admin Hold | Slow Pay notice
02 | Credit Warning | Acctounting approval required
03 | Credit Hold | Acctounting approval required
04 | Account Dispute | Acctounting approval required
06 | Bad Debt | No new activity allowed
07 | Closed on Cust Request | No new activity allowed
10 | (add new) | .
11 | (add new) | .

ferred terminology.

Standards:

When estimating, as an example, you may want to include a $20.00 flat charge for Job Planning or a 20% markup on paper but a 0% markup on outside purchases. Items like these can be set-up in the User Preferences file.

Language:

All software modules are internationalized to accommodate language, currency, date formats, and preferred units of measure (pound vs kilogram, inches vs millimeters…)

This is the Accounts Receivable App Settings File Maintenance program. Most of the Apps have similar Settings File Maintenance programs. The top table shows setting 'Categories' and the lower table shows the settings for the selected 'Category'. In this example, you can see the options available for your customer's administrative status. You can add additional options. For each option you can specify allowable activities for customers assigned that status.

The screen capture shown here – "Customer Administrative Status Options' shows seven possibilities plus two additional ones that have not been assigned.

Now, we will show a screen capture of another program, "Customer File Maintenance" with which you can assign one of the Administrative Status codes to each customer. The highlighted selection "00 – Open & Normal" is the one that would be assigned to most customers.

As shown in the illustration, the options established in the AR Settings file maintenance program are used to populate a pick-list in the customer file maintenance program. Generally speaking, every input screen has several "Pick-Lists" that allow you to select one option from among a group of options. This is illustrated here.

Generally speaking, every input screen has several "Pick-Lists" that allow you to select one option from among a group of options. This is illustrated here.

THE BASE DATA FILES

The Base Files are generally built when you begin using the App and the individual records remain somewhat stable for a long time. As an example, once a customer is added to the system, his record may not change in any significant way for a long time. The same would be true for the financial statement account record “Cash on hand” after is entered into the General Ledger chart-of-accounts.

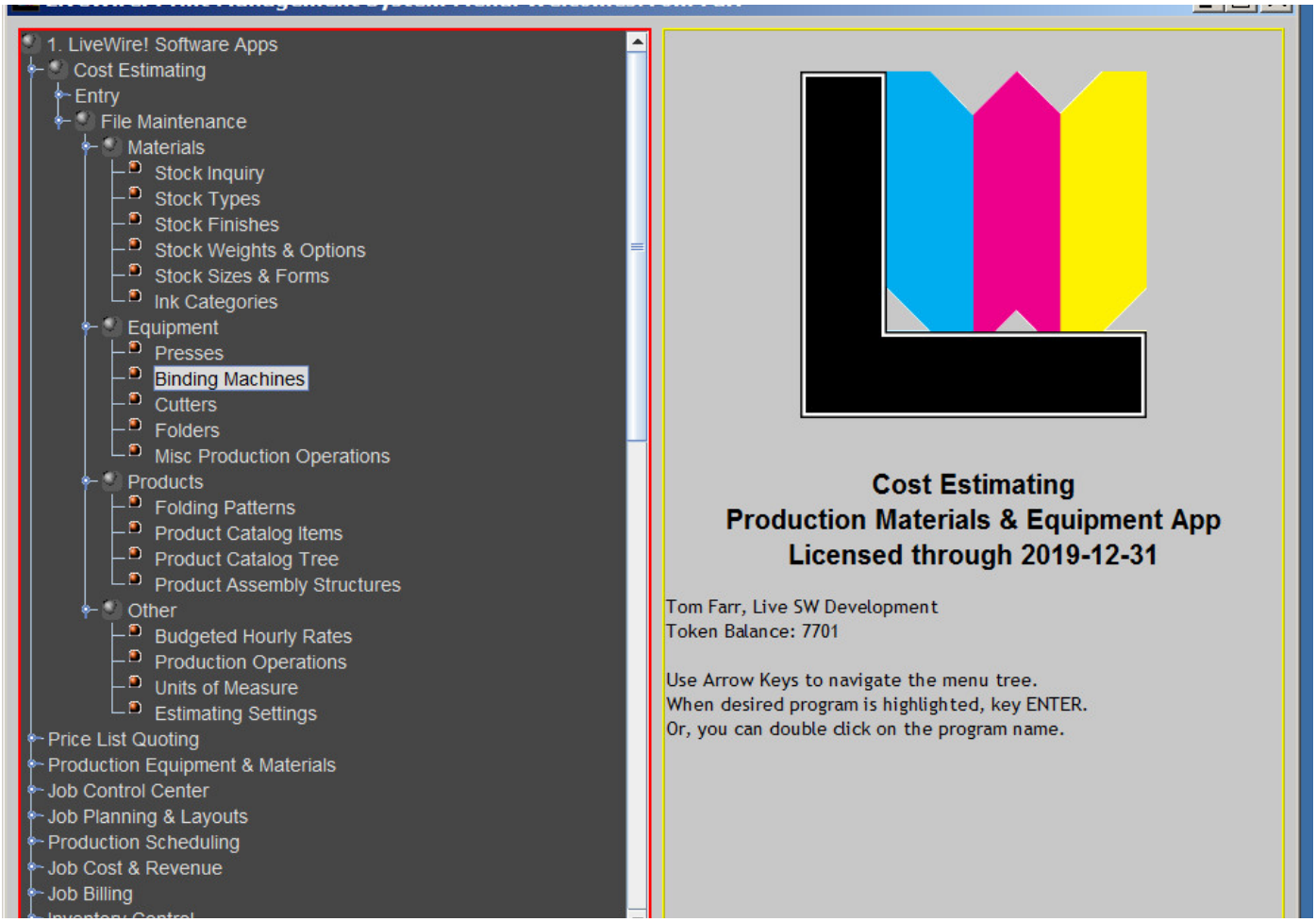
The File Maintenance programs being discussed here allow you to view, add new records and modify certain information for records contained in each of the base files.

Adding new customers to your customer file and adding new inventory items to your inventory file would be done frequently. This is done using a File Maintenance program.

The Livewire Software Apps contain many File Maintenance Programs. There is one for every base data file you may need to view, modify or add new records to.

And, every one operates in the same manner.

It is NECESSARY for you, as an operator, to understand how to use these programs. You must know certain rules and procedures and you must understand their design. Once you learn one,



you will be able to operate all others.

The design will greatly increase the ease and speed of your routine file maintenance operations.

This is the Main Menu, showing some of the File Maintenance programs. These are only the File Maintenance programs contained in the Cost Estimating App. The menu nodes are expanded so their names can be seen. The “Binding Machines” file maintenance program is highlighted.

WHAT ARE “FILES”, AKA: DATA TABLES

‘Data Tables’ are tables or files of information that are included in your database. ‘Data Files’ or simply ‘Files’ are other terms that may be used.

Inside each file are many ‘Records’. For example, the Customers table contains – or will contain, after you add them - a record for each of your customers. The record has information about the customer, such as his name, his normal terms, his sales tax area, etc.

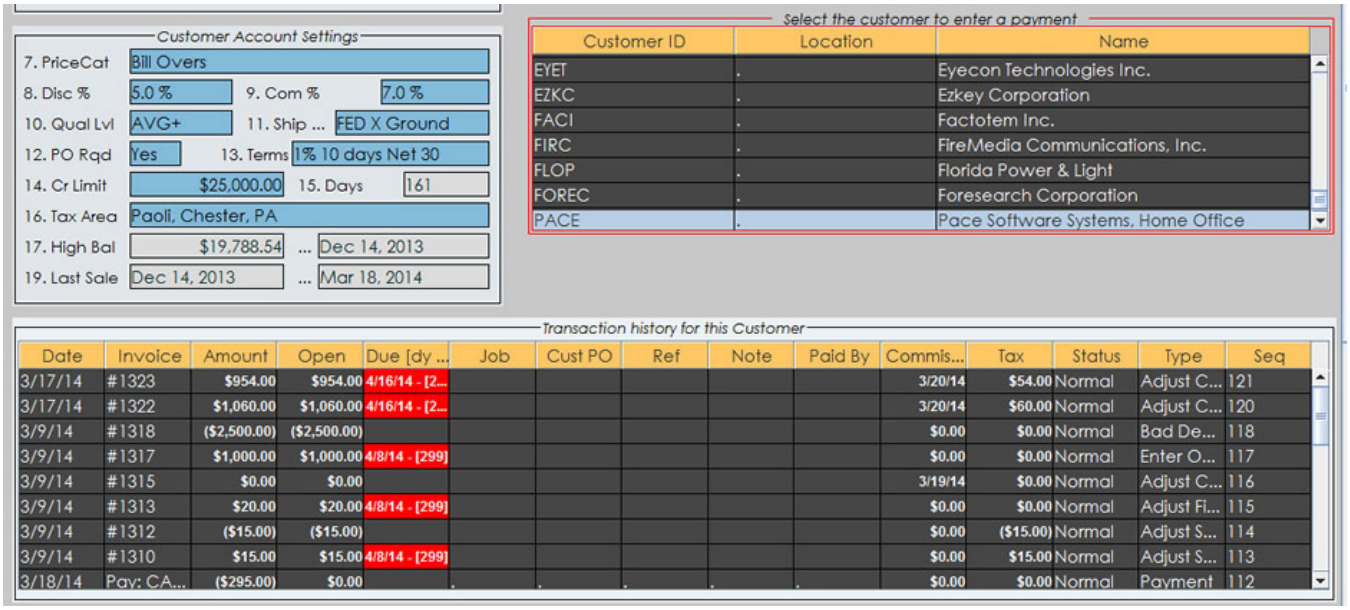
With Livewire, your database - and all your data tables are “in the clouds” which means they are not on your local network or your local disk drives. Instead they are physically located in and distributed among several large data centers positioned around the world.

OPERATION OF A FILE MAINTENANCE PROGRAM:

Usually, each software App includes several File Maintenance programs that allow you to view, add new records and modify certain information for each of the files. Also, there are ‘Inquiry’ programs to see information displayed on your screen and there are ‘print’ programs that allow you to print reports listing certain data contained in the files.

Every File Maintenance program operates in the same general manner. It is NECESSARY for you, as an operator, to understand how to use these programs. You must know certain rules and procedures and you must understand how their design and operation will greatly increase the ease and speed of your operations.

From the Main Menu, using the arrow keys navigate to the App you want to operate. Expand the nodes for that App so you see the File Maintenance programs available. Navigate to the File Maintenance program you want to launch, then key ENTER. Alternatively, you can double-click the link using the mouse.


Customer Account Settings
7. PriceCat Bill Overs
8. Disc % 5.0 %
9. Com % 7.0 %
10. Qual Lvl AVG+
11. Ship ... FED X Ground
12. PO Rqd Yes
13. Terms 1% 10 days Net 30
14. Cr Limit $25,000.00
15. Days 161
16. Tax Area Paoli, Chester, PA
17. High Bal $19,788.54 ... Dec 14, 2013
19. Last Sale Dec 14, 2013 ... Mar 18, 2014
Select the customer to enter a payment
Customer ID Location Name
EYET . Eyecon Technologies Inc.
EZKC . Ezkey Corporation
FACI . Factotem Inc.
FIRC . FireMedia Communications, Inc.
FLOP . Florida Power & Light
FOREC . Foresearch Corporation
PACE . Pace Software Systems, Home Office
Transaction history for this Customer
Date Invoice Amount Open Due [dy ... Job Cust PO Ref Note Paid By Commis... Tax Status Type Seq
3/17/14 #1323 $954.00 $954.00 4/16/14 - [2... 3/20/14 $54.00 Normal Adjust C... 121
3/17/14 #1322 $1,060.00 $1,060.00 4/16/14 - [2... 3/20/14 $60.00 Normal Adjust C... 120
3/9/14 #1318 ($2,500.00) ($2,500.00) $0.00 $0.00 Normal Bad De... 118
3/9/14 #1317 $1,000.00 $1,000.00 4/8/14 - [299] $0.00 $0.00 Normal Enter O... 117
3/9/14 #1315 $0.00 $0.00 3/19/14 $0.00 Normal Adjust C... 116
3/9/14 #1313 $20.00 $20.00 4/8/14 - [299] $0.00 $0.00 Normal Adjust Fi... 115
3/9/14 #1312 ($15.00) ($15.00) $0.00 ($15.00) Normal Adjust S... 114
3/9/14 #1310 $15.00 $15.00 4/8/14 - [299] $0.00 $15.00 Normal Adjust S... 113
3/18/14 Pay: CA... ($295.00) $0.00 $0.00 $0.00 Normal Payment 112

With the “Binding Machines” File Maintenance program highlighted in the Main Menu, keying ENTER will launch this program. Looking at the The Data Summary Table on the right side, you can see 7 binding machines – there may be many more, but you need to scroll that panel to see the others. Some files contain several thousand records, but most have less.

DATA SUMMARY TABLE:

All File Maintenance programs have a Data Summary Table on the right side. In this example, you can see 7 binding machines shown in the table – there may be many more, but you need to scroll that panel to see the others.

Some files contain several thousand records, but most have less. Regardless of how many records, the Data Summary Table will contain them all. Of course, the database could hold many millions of records, but no Livewire Apps anticipate more than a few thousand.

In the Data Summary Table, one record will be selected and highlighted. Its detail information will be shown in the Text Boxes on the left side. In this case, there are 68 Text Boxes on this File Maintenance program’s screen display. These are shown with each one having a reference number 1 to 68, but there may be more below if you scroll the display using the scroll bar on the right side.

An example of table sequenced in alphabetical order is this table containing several thousand papers. Here, each type of paper is assigned a ID code: Cover, Coated = CVC, followed by a finish ID: Coated 2 sides = C2S, followed by the Weight.

THE SEQEUENCE OF THE RECORDS:

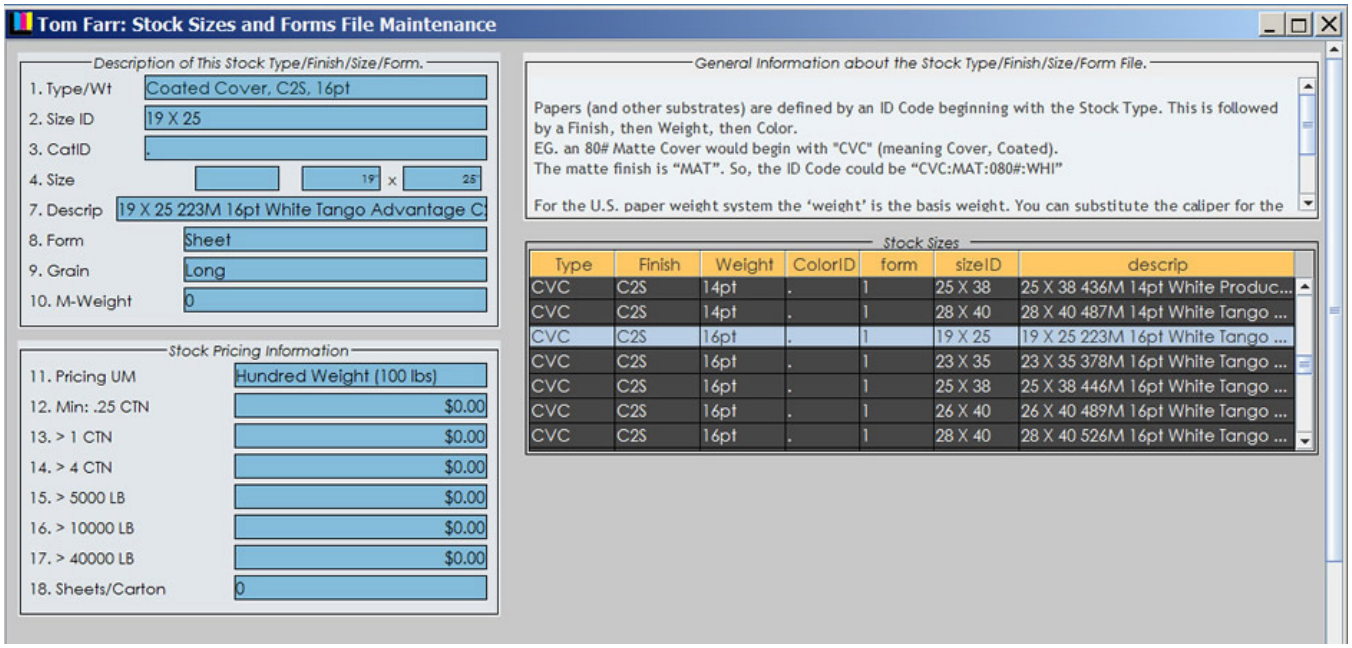
The records displayed in the Data Summary Table are always in a pre-determined sequence. Humans expect data to be organized – sequenced – in a certain manner. The expected sequence depends on the nature of the data. So, this is how Livewire presents the data.

For records that have and are normally identified by names – your customers, suppliers and types of paper are examples – the records are alphabetical and ascending. They go from A to Z.

For records that have and are normally identified by numbers – jobs, invoices and estimates are examples – the records are arranged numerically based on their assigned number. But, the numbers are usually descending. They go from 9… down to 1.

The reason for this is people are generally more interested in the most recent – the highest numbered item – so they are at the top of the list.

Sometimes a screen display will have two tables, here the customers are in alphabetical se-


Tom Farr: Stock Sizes and Forms File Maintenance
Description of This Stock Type/Finish/Size/Form.
1. Type/Wt
Coated Cover, C2S, 16pt
2. Size ID
19 X 25
3. CatID
4. Size
7. Descrip
19 X 25 223M 16pt White Tango Advantage C
8. Form
Sheet
9. Grain
Long
10. M-Weight
0
Stock Pricing Information
11. Pricing UM
Hundred Weight (100 lbs)
12. Min: .25 CTN
$0.00
13. > 1 CTN
$0.00
14. > 4 CTN
$0.00
15. > 5000 LB
$0.00
16. > 10000 LB
$0.00
17. > 40000 LB
$0.00
18. Sheets/Carton
0
General Information about the Stock Type/Finish/Size/Form File.
Papers (and other substrates) are defined by an ID Code beginning with the Stock Type. This is followed by a Finish, then Weight, then Color.
EG. an 80# Matte Cover would begin with "CVC" (meaning Cover, Coated).
The matte finish is “MAT”. So, the ID Code could be “CVC:MAT:080#:WHI”
For the U.S. paper weight system the ‘weight’ is the basis weight. You can substitute the caliper for the
Stock Sizes
Type
Finish
Weight
ColorID
form
sizeID
descrip
CVC C2S 14pt 1 25 X 38 25 X 38 436M 14pt White Produc...
CVC C2S 14pt 1 28 X 40 28 X 40 487M 14pt White Tango ...
CVC C2S 16pt 1 19 X 25 19 X 25 223M 16pt White Tango ...
CVC C2S 16pt 1 23 X 35 23 X 35 378M 16pt White Tango ...
CVC C2S 16pt 1 25 X 38 25 X 38 446M 16pt White Tango ...
CVC C2S 16pt 1 26 X 40 26 X 40 489M 16pt White Tango ...
CVC C2S 16pt 1 28 X 40 28 X 40 526M 16pt White Tango ...

quence, but the selected customer's invoices are in date descending sequence,

Some records have and are normally identified by a date and time – the employees' timesheets and the shop's production schedules are examples. In these cases the records are sequenced by time, but the most recent entry is on the bottom. This is because people expect this, like a train schedule.

Some records, such as the ones illustrated in this sample screen display, and the sales tax tables illustrated below, have multiple keys.

The binding machines in this example are sequenced first by the location. This is, in which factory is the machine physically located. If you have only one factory, this is meaningless – but then, soon you may have a second.

The second key is the type of binding machine. Here the saddle-stitchers are grouped first, then for each type of machine they are sub-sequenced by a machine ID, a third key.

THE INITIALLY SELECTED RECORD:

When the File Maintenance display screen is first opened, one of the records displayed in the Data Summary Table will be selected and its detail information will have populated the reference numbered text boxes.

Which record was selected and why?

If you open a dictionary, you will first see a random page. It may be the G's or perhaps the R's. Livewire works the same way. For alphabetically sequenced records the middle one is selected automatically, then you can move up or down the list to select the record you want. Or, better and easier, you type in the first one or two letters and the selection will go to that point in the list of records displayed in the table.

In the case of records that are entered sequentially – jobs, estimates, credit memos, invoices, purchase orders… are examples – the first record in the table will be selected. Since they are sequenced in descending sequence, this will be the last one that was entered.

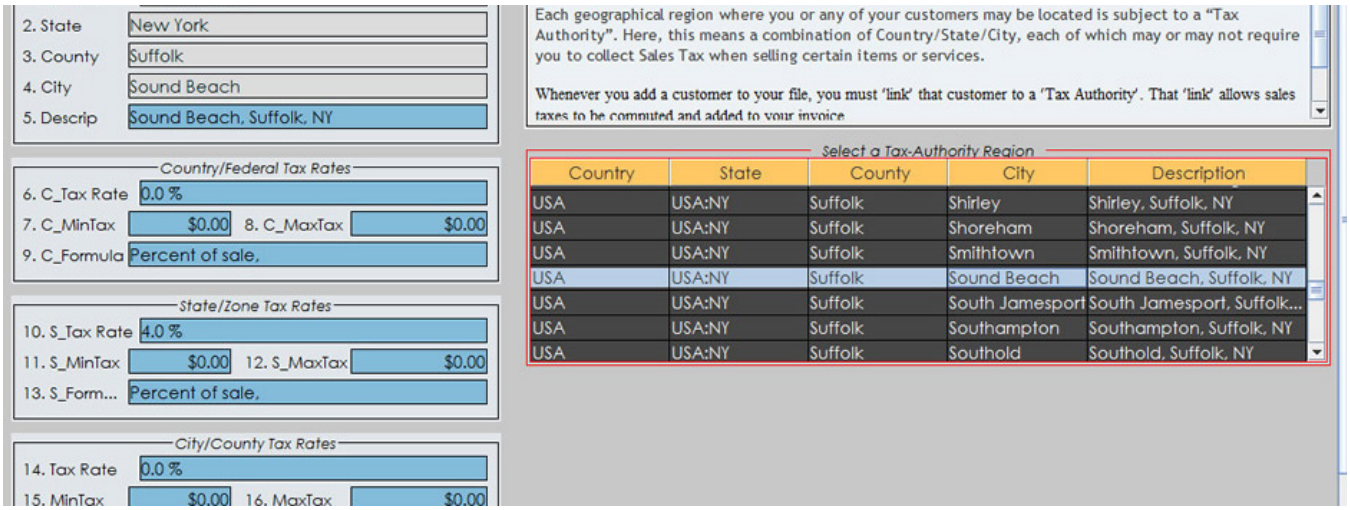
THE SEARCH FUNCTION:

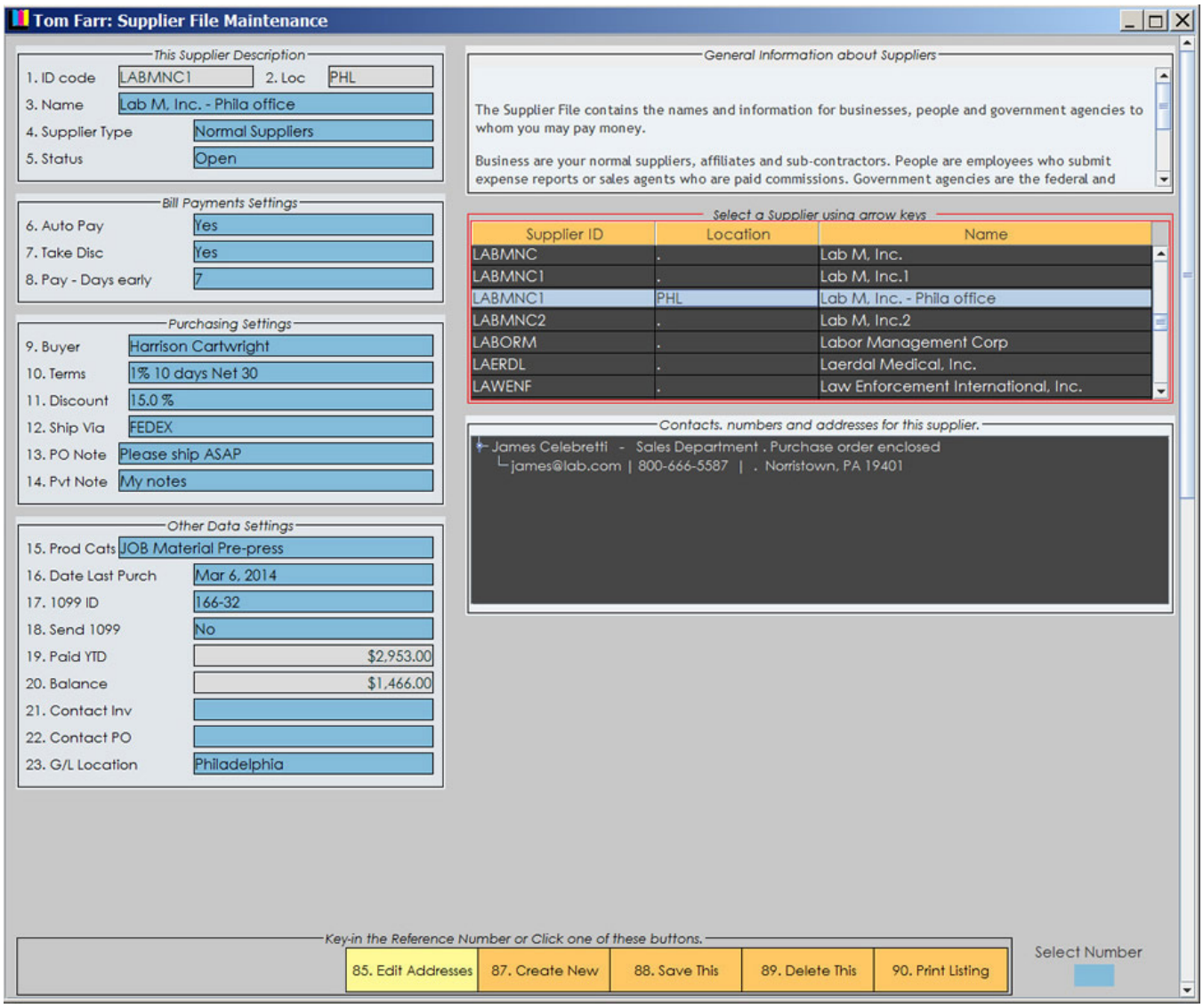
The most obvious method of locating the record you want in the Data Summary Table is to simply scroll up or down. Using the arrow keys is easy; you can also use the Page-up and Page-down keys.

Or, better and easier, you simply type in the first one or two letters and the selection will go to that point in the list of records displayed in the table.

Or, you can use the scroll-bar on the right. This requires using the mouse, but if there are thousands of records – such as the sales-tax records illustrated here – it is probably the easiest.

Files containing thousands of records - such as




Tom Farr: Supplier File Maintenance
This Supplier Description
1. ID code LABMNC1
2. Loc PHL
3. Name Lab M, Inc. - Phila office
4. Supplier Type Normal Suppliers
5. Status Open
Bill Payments Settings
6. Auto Pay Yes
7. Take Disc Yes
8. Pay - Days early 7
Purchasing Settings
9. Buyer Harrison Cartwright
10. Terms 1% 10 days Net 30
11. Discount 15.0 %
12. Ship Via FEDEX
13. PO Note Please ship ASAP
14. Pvt Note My notes
Other Data Settings
15. Prod Cats JOB Material Pre-press
16. Date Last Purch Mar 6, 2014
17. 1099 ID 166-32
18. Send 1099 No
19. Paid YTD $2,953.00
20. Balance $1,466.00
21. Contact Inv
22. Contact PO
23. G/L Location Philadelphia
General Information about Suppliers
The Supplier File contains the names and information for businesses, people and government agencies to whom you may pay money.
Business are your normal suppliers, affiliates and sub-contractors. People are employees who submit expense reports or sales agents who are paid commissions. Government agencies are the federal and
Select a Supplier using arrow keys
Supplier ID Location Name
LABMNC . Lab M, Inc.
LABMNC1 . Lab M, Inc.1
LABMNC1 PHL Lab M, Inc. - Phila office
LABMNC2 . Lab M, Inc.2
LABORM . Labor Management Corp
LAERDL . Laerdal Medical, Inc.
LAWENF . Law Enforcement International, Inc.
Contacts, numbers and addresses for this supplier.
James Celebretti - Sales Department . Purchase order enclosed
james@lab.com | 800-666-5587 | . Norristown, PA 19401
Key-in the Reference Number or Click one of these buttons.
85. Edit Addresses
87. Create New
88. Save This
89. Delete This
90. Print Listing
Select Number

the sales-tax records illustrated here - use the scroll-bar on the right. This requires using the mouse, but if there are thousands of records and multiple keys it is probably the easiest.

However, what if the record you want isn't obvious based on its key i.e. the displayed sequence? Say you're looking for a company whose name is "… & Jones, Inc." but you don't remember the beginning of its name?

In the section titled "The Reference Number Control", the Search Function was explained.

Keying "S" into the Reference Number Control opens the Search mode. Then, enter some text and all records containing that text will be displayed.

Other situations described in the Reference Number Control are finding deleted records. They, if necessary, they can be re-instated.

Also, most files contain "Demonstration Records". These are records that are not included in your actual data, but serve as examples of what type of information goes into this table. These are intended for initial training or understanding of the file. These are displayed by entering "M" into the Reference Number control.

ASSIGNING KEYS:

Traditionally, business records have an "ID number" – there are customer numbers, em-

ployee numbers, job numbers and invoice numbers…

In a modern database, the equivalent ID is referred to as a primary key. There can be several keys – see the illustration for the “Sales Tax” file where the keys are Country:State:County:City.

ALPHABETIC KEYS:

When the record display sequence in the Data Summary Table was described, above, it was stated that records with names – customers, papers… - were sequenced in alphabetical order like the words in a dictionary.

When you enter a new record, a new customer for example, a customer ID is automatically generated.

NOTE: It is important to emphasize that normally you never need to know, see or enter this ID code when running the Livewire Apps. Livewire Apps work just like a phone directory – you simply select the name you want from the list of names that is presented in the Data Summary Table.

NOTE 2: For certain functions, however, you need to access a record when not operating a Livewire App from a display screen or monitor. As an example, say you want to ship a package to a customer and want to print a shipping label – you need to access the shipping address. For such situations, the normal procedure is to have a shipping document, perhaps a Job Jacket or Work Order, which has the customer ID printed on it as a barcode. Then, you simply scan the barcode. However, when necessary you can always see or find the ID code from a computer screen, mobile device or printout because they are always displayed together with the name.

The automated process by which Livewire Apps generate a unique ID is:

Example: “The Great Atlantic Tea Company”

First, internally the name is capitalized.

Result so far: “THE GREAT ATLANTIC TEA COMPANY”

Then, starting with the customer name, certain words and characters are removed.

E.g. “THE ”, “A “, “MR “, “MRS “

Result so far: “GREAT ATLANTIC TEA COMPANY”

Then, get first 4 characters converted to upper case:

Result so far: “GREA”

Then, remove the vowels and spaces from the remaining characters:

Temporary result: “TTLNTCTCMPNY”

Then, add the next two characters:

Result so far: “GREATT”

Then, this ID must be unique – there cannot be another ID which is the same. So, if necessary a numeric suffix is added.

Result so far: “GREATT014”

NOTE: Say you have a customer, “U.S. ARMY” but this customer has 150 distinct army bases, each of which purchases and processes your invoices independently. That is to say, each one is a separate and distinct customer from an accounting perspective.

From the above discussion, the ID codes would be:

USARMY001

USARMY002

Etc.

However, for customers, suppliers, G/L Account numbers and some other files, there is a second key: LOCATION.

So, for any customer, you can manually assign a 3 or 4 character ID for each separate location. The location might be like the airport designations for each city. Boston = BOS, Philadelphia = PHL, etc.

The result would then be:

USARMY:BOS

USARMY:PHL

Etc.

NUMERIC KEYS:

When you generate new records on a routine basis – new jobs, new estimated, new invoices… - a sequential number is automatically assigned as the new records ID.

Each type of document has its own separate sequence.

For example, if the last job was assigned number 1525, the next job will be assigned number 1526. Additionally, you have the option of adding a suffix and/or a preface. If you prefer, you might specify that all jobs be prefaced with a “J-” and all estimates prefaced with an “E”.

So, the jobs would be J-1525, J-1526 and the estimate numbers would be E32245, E32246…

The preface or suffix can also be a non-static indicator. The preface may be your factory location, a CSR’s ID or a company department ID.

The Livewire Software Apps contain many File Maintenance Programs. There is one for every base file you may need to view, modify or add records to.

And, every one operates in the same manner.

It is NECESSARY for you, as an operator, to understand how to use these programs. You must know certain rules and procedures and you must understand their design. Once you learn one, you will be able to operate all others.

The design will greatly increase the ease and speed of your routine file maintenance operations.

You should have read the section “The Data Tables & File Maintenance” to have a background information required to understand the topic “File Maintenance Programs”.

OPERATING THE FILE MAINTENANCE PROGRAMS

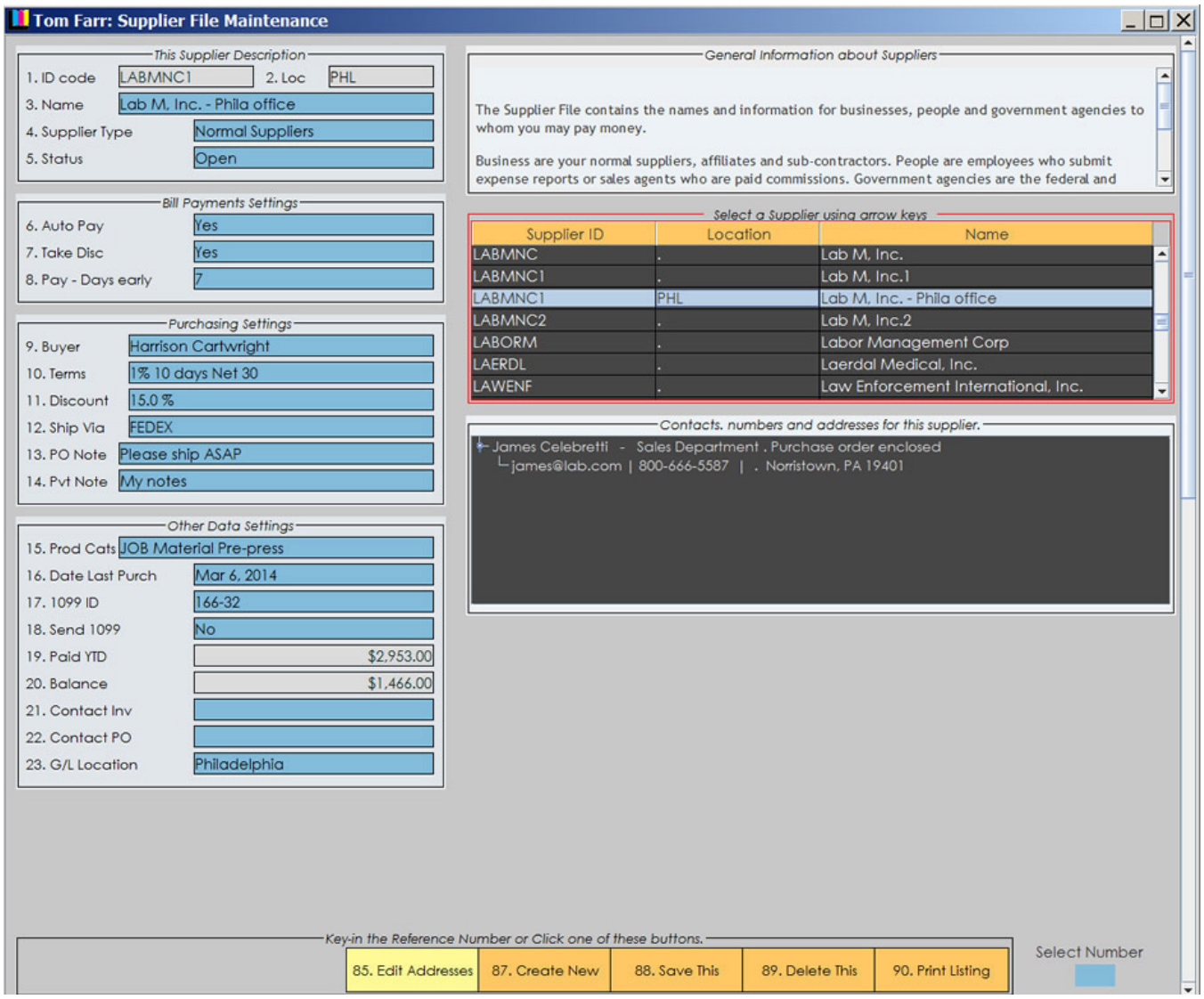
Usually, each software App includes several File Maintenance programs that allow you to view, add new records and modify certain information for each of the files.

Every File Maintenance program operates in the same general manner.

It is NECESSARY for you, as an operator, to understand how to use these programs. You must know certain rules and procedures and you must understand how their design and operation will greatly increase the ease and speed of your operations.

From the Main Menu, using the arrow keys navigate to the App you want to operate. Expand the nodes for that App so you see the File Maintenance programs available. Navigate to the File Maintenance program you want to launch, then key ENTER. Alternatively, you can double-click the link using the mouse.

From the Main Menu, expand the nodes for the


Tom Farr: Supplier File Maintenance
This Supplier Description
1. ID code LABMNC1
2. Loc PHL
3. Name Lab M, Inc. - Phila office
4. Supplier Type Normal Suppliers
5. Status Open
Bill Payments Settings
6. Auto Pay Yes
7. Take Disc Yes
8. Pay - Days early 7
Purchasing Settings
9. Buyer Harrison Cartwright
10. Terms 1% 10 days Net 30
11. Discount 15.0 %
12. Ship Via FEDEX
13. PO Note Please ship ASAP
14. Pvt Note My notes
Other Data Settings
15. Prod Cats JOB Material Pre-press
16. Date Last Purch Mar 6, 2014
17. 1099 ID 166-32
18. Send 1099 No
19. Paid YTD $2,953.00
20. Balance $1,466.00
21. Contact Inv
22. Contact PO
23. G/L Location Philadelphia
General Information about Suppliers
The Supplier File contains the names and information for businesses, people and government agencies to whom you may pay money.
Business are your normal suppliers, affiliates and sub-contractors. People are employees who submit expense reports or sales agents who are paid commissions. Government agencies are the federal and
Select a Supplier using arrow keys
Supplier ID Location Name
LABMNC . Lab M, Inc.
LABMNC1 . Lab M, Inc.1
LABMNC1 PHL Lab M, Inc. - Phila office
LABMNC2 . Lab M, Inc.2
LABORM . Labor Management Corp
LAERDL . Laerdal Medical, Inc.
LAWENF . Law Enforcement International, Inc.
Contacts, numbers and addresses for this supplier.
James Celebretti - Sales Department . Purchase order enclosed
james@lab.com | 800-666-5587 | . Norristown, PA 19401
Key-in the Reference Number or Click one of these buttons.
85. Edit Addresses
87. Create New
88. Save This
89. Delete This
90. Print Listing
Select Number

App you want to work with. Then, select the program. Here, the Suppliers File Maintenance program has been selected. Keying ENTER will launch the program.

We will use the Supplier File Maintenance program as an example for this topic.

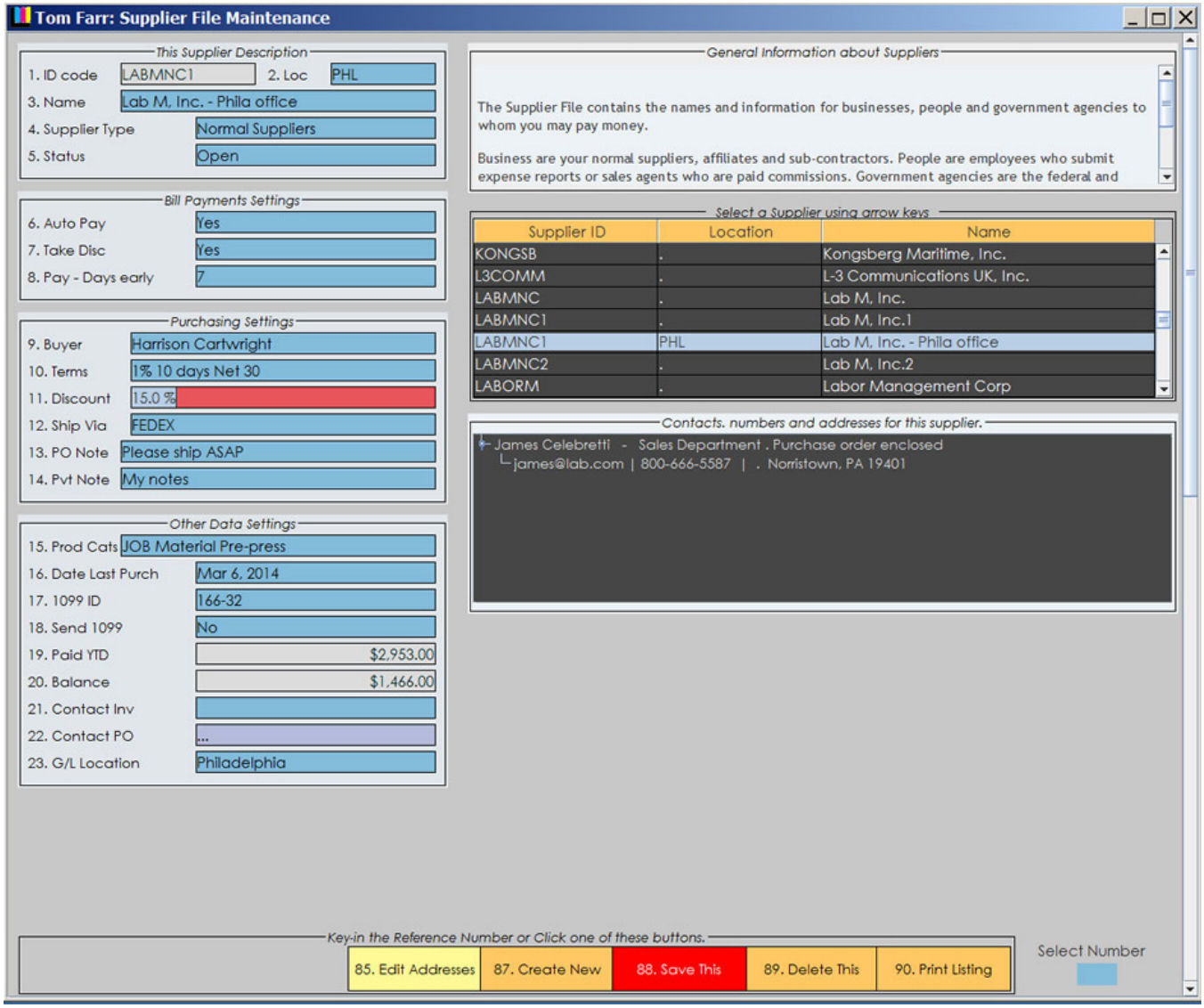
The Supplier File Maintenance program screen display after the program has been launched from the Main Menu.

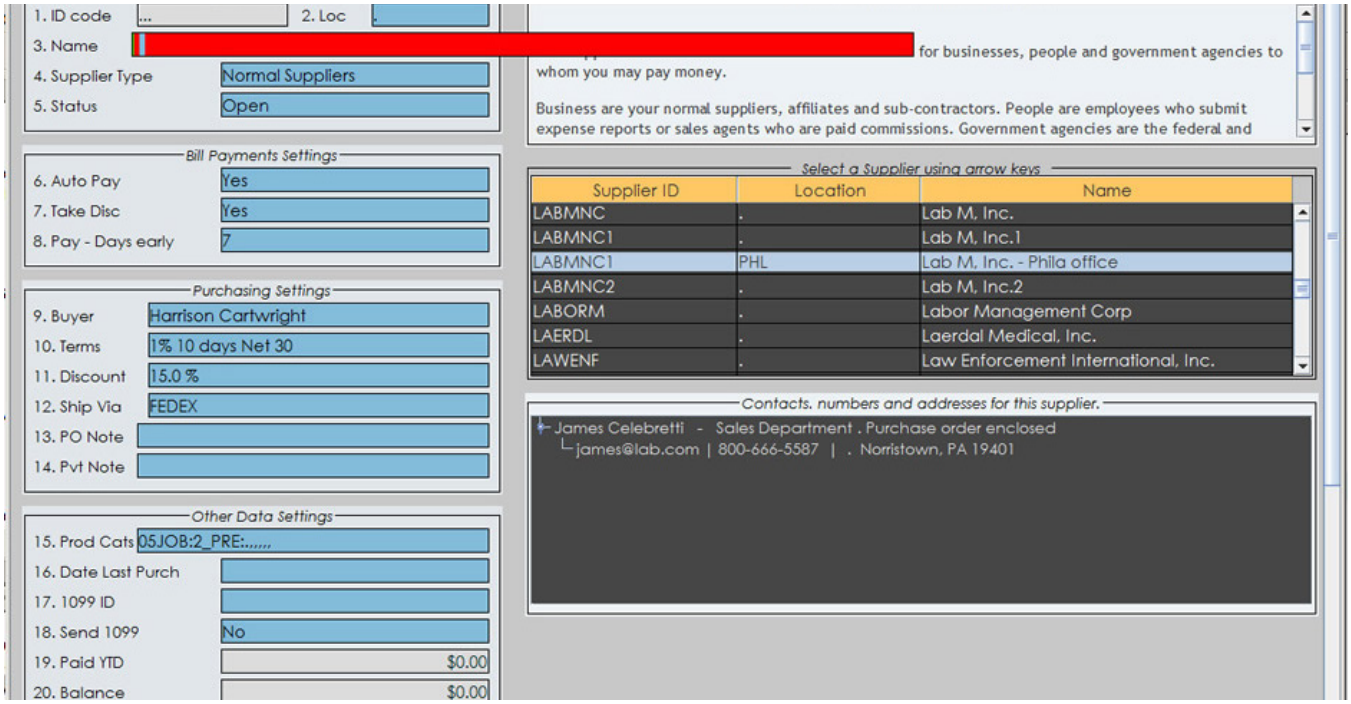
SELECT THE RECORD YOU WANT TO VIEW OR EDIT:

Generally this Data Summary Table will have focus when the screen first displays. If the table has focus, it will have a RED border surrounding it.

Usually a certain selected record will be highlighted and its detail information will be shown in the Text Boxes on the left side. In this case, there are 23 Text Boxes shown, numbered 1 to 23, but there may be more if you scroll the display using the scroll bar on the right side.

If the table does not have focus, the Reference Number Control should – it will be red. In this case, keying the up or down arrow will send focus to Table, and you will see the RED border appear.


Tom Farr: Supplier File Maintenance
This Supplier Description
1. ID code LABMNC1
2. Loc PHL
3. Name Lab M, Inc. - Phila office
4. Supplier Type Normal Suppliers
5. Status Open
Bill Payments Settings
6. Auto Pay Yes
7. Take Disc Yes
8. Pay - Days early 7
Purchasing Settings
9. Buyer Harrison Cartwright
10. Terms 1% 10 days Net 30
11. Discount 15.0 %
12. Ship Via FEDEX
13. PO Note Please ship ASAP
14. Pvt Note My notes
Other Data Settings
15. Prod Cats JOB Material Pre-press
16. Date Last Purch Mar 6, 2014
17. 1099 ID 166-32
18. Send 1099 No
19. Paid YTD $2,953.00
20. Balance $1,466.00
21. Contact Inv
22. Contact PO ...
23. G/L Location Philadelphia
General Information about Suppliers
The Supplier File contains the names and information for businesses, people and government agencies to whom you may pay money.
Business are your normal suppliers, affiliates and sub-contractors. People are employees who submit expense reports or sales agents who are paid commissions. Government agencies are the federal and
Select a Supplier using arrow keys
Supplier ID
Location
Name
KONGSB . Kongsberg Maritime, Inc.
L3COMM . L-3 Communications UK, Inc.
LABMNC . Lab M, Inc.
LABMNC1 . Lab M, Inc.1
LABMNC1 PHL Lab M, Inc. - Phila office
LABMNC2 . Lab M, Inc.2
LABORM . Labor Management Corp
Contacts. numbers and addresses for this supplier.
James Celebretti - Sales Department . Purchase order enclosed
james@lab.com | 800-666-5587 | . Norristown, PA 19401
Key-in the Reference Number or Click one of these buttons.
85. Edit Addresses
87. Create New
88. Save This
89. Delete This
90. Print Listing
Select Number



When the Table has focus, the Up and Down arrow keys and the Page-Up and Page-Down keys will highlight different records shown in the Data Summary Table.

When a row in the Table is highlighted, keying ENTER will load the data for that record and display it in the Text Boxes. Alternatively, you can double-click a row with the mouse.

MODIFY ANY FIELD:

After the record you wish to view or modify has been selected from the Data Summary Table, its information will be displayed in the Text Boxes.

To modify a field, key the Reference Number and that field will receive focus. When it has focus, it turns RED.

Also, as shown here, the button labeled “88. Save This” will turn RED as an alert that your changes WILL NOT BE SAVED until you click that button.

When a change is made to any field, the button labeled “88. Save This” will turn RED. Changes will not be permanently saved unless you Click that button - or key in “88”.

Every field has VALIDATION checks. So, if you change the field to be something outside of the permissible range, a pop-up message will tell you the acceptable range and require you to correct your change.

Refer to the section “Entering and Requesting Information” for more details regarding modifying fields and the VALIDATION checks.

In this example screen display, most of the fields are linked to Pick-Lists. So, to make a change, you select the desired option then key ENTER to close the Pick-List.

Many fields are linked to a Pick-List, such as this example: “10. Terms” When “10” is keyed into the Reference Number Control, the #10 field turns RED, the Pick-List opens showing all possible terms a supplier may have and the “88. Save This” button turns RED reminding you that changes won’t be saved until you click that button.

NOTE: The Pick-Lists, such as the one illustrated here, have all possible options for a certain field. The options available and the effect of each option – such as the actual percent of the discount and the number of days for which it will apply – are set and modified in the App’s Settings File Maintenance program. See the topic “The Set-

tings File Maintenance Program" for additional information.

RELATED RECORDS IN OTHER FILES

Some files, including the customer file, the supplier file and the employee file, have related files. For these examples, the Contacts and Addresses are separate, yet related files.

The reason for this is that one customer could have many contacts – people or departments with whom you communicate – and any of the contact people could have several different addresses.

There is a Livewire App called Contacts Management which covers these particular related files.

Other examples – but these are not the only examples - of related files are:

The Price List Quotes files are related to the Customer file, the Salesperson File, the Paper and Substrates File and the Products Catalog App and its files.

The Cost Estimating files are is also related to the Products Catalog App and its files as well as the Budgeted Hourly Rates file and the Production Materials and Equipment files.

Etc.

One result of these inter-connections is that care must be exercised when modifying information in records that are already linked to other tables and files.

The User Reference Manuals for each of the Apps will discuss the important considerations regarding the interaction and integration of different Apps, the related and the cross-referenced data files.

ADD, DELETE, MODIFY, PRINT BUTTONS:

Near the bottom of the screen display of every File Maintenance program are four or five large buttons.

Near the bottom of the screen display of every File Maintenance program are four or five large buttons. You can "click" one of the buttons by using the mouse or by entering its reference number in the Reference Number Control.

"#88. Save This"

When you change any information on the screen, the 88. Save This button turns RED. When you click it, the change is permanently saved in your database.

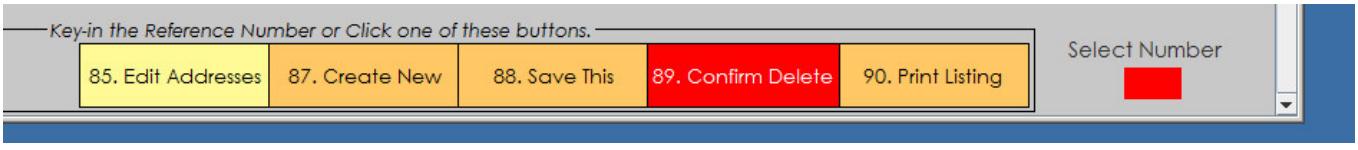
When you change any information on the screen, the Text Box displaying the information turns purple – this reminds you of which information has been changed.

After you click the 88. Save This button, and after your changes have been sent successfully to your database in-the-clouds, the Text Box color will return to its normal blue. This provides positive verification that your changes have been accepted.

"#87. Create New"

Frequently you will need to add new records into one of your files. When you click the button, 87. Create New it turns RED indicating that the display screen is ready to accept information about the new record you are about to add. Also, the Save This button turns RED and waits as you enter the information for the new record.

To add a new record, click "#87. Add New". The button turns RED and its caption changes to



"ADDING". Also, "#88 Save This" button turns RED. When you have entered the new information you must click #88 to save the information into your database.

NOTE #1:

When you add a new record, only the fields #1, #2 and #3 are set to blank in the supplier file of this example.

#1, the record ID, cannot be changed for the supplier file of this example. The reason for this is that the new supplier ID code will be automatically generated based on the supplier name you enter into field #3.

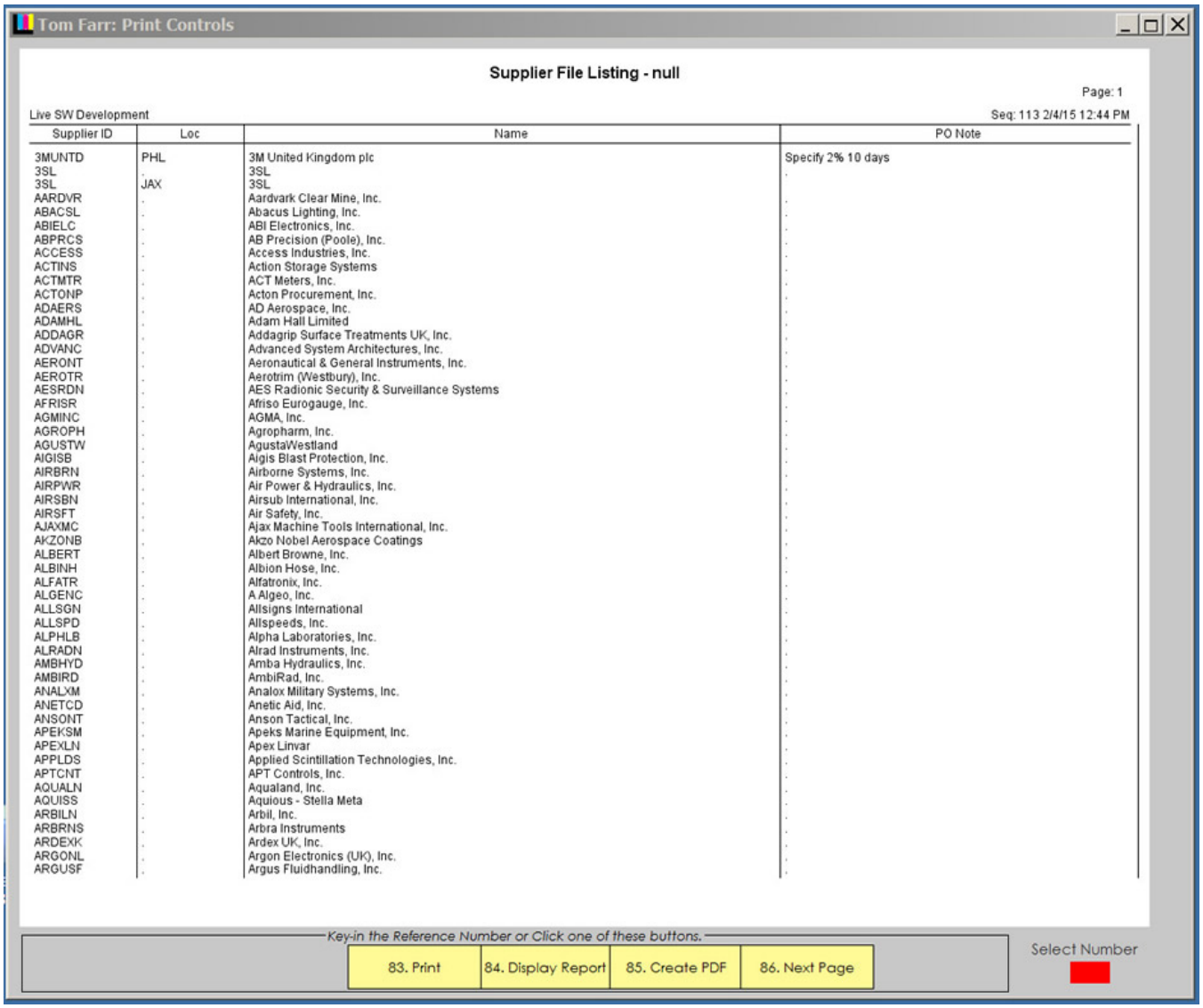
See the topic ASSIGNING KEYS as well as ALPHABETIC KEYS discussed above.

#2, location is set to blank. More often than not, the new supplier will have only one location that you will deal with. In this case, just leave it blank.

#3, name. You must enter the name of the new supplier. After you do this, the supplier ID code will be computed and displayed in box #1.

NOTE #2:

When you add a new record, the screen display shows data fields that were populated by the last record that was selected prior to clicking the



Supplier ID	Loc	Name	PO Note
3MUNTD	PHL	3M United Kingdom plc	Specify 2% 10 days
3SL	.	3SL	.
3SL	JAX	3SL	.
AARDVR	.	Aardvark Clear Mine, Inc.	.
ABACSL	.	Abacus Lighting, Inc.	.
ABIELC	.	ABI Electronics, Inc.	.
ABPRCS	.	AB Precision (Poole), Inc.	.
ACCESS	.	Access Industries, Inc.	.
ACTINS	.	Action Storage Systems	.
ACTMTR	.	ACT Meters, Inc.	.
ACTONP	.	Acton Procurement, Inc.	.
ADAERS	.	AD Aerospace, Inc.	.
ADAMHL	.	Adam Hall Limited	.
ADDAGR	.	Addagrip Surface Treatments UK, Inc.	.
ADVANC	.	Advanced System Architectures, Inc.	.
AERONT	.	Aeronautical & General Instruments, Inc.	.
AEROTR	.	Aerotrim (Westbury), Inc.	.
AESRDN	.	AES Radionic Security & Surveillance Systems	.
AFRISR	.	Afriso Eurogauge, Inc.	.
AGMINC	.	AGMA, Inc.	.
AGROPH	.	Agropharm, Inc.	.
AGUSTW	.	AgustaWestland	.
AIGISB	.	Aigis Blast Protection, Inc.	.
AIRBRN	.	Airborne Systems, Inc.	.
AIRPWR	.	Air Power & Hydraulics, Inc.	.
AIRSBN	.	Airsub International, Inc.	.
AIRSFT	.	Air Safety, Inc.	.
AJAXMC	.	Ajax Machine Tools International, Inc.	.
AKZONB	.	Akzo Nobel Aerospace Coatings	.
ALBERT	.	Albert Browne, Inc.	.
ALBINH	.	Albion Hose, Inc.	.
ALFATR	.	Alfatronix, Inc.	.
ALGENC	.	A Algeo, Inc.	.
ALLSGN	.	Allsigns International	.
ALLSPD	.	Allspeeds, Inc.	.
ALPHLB	.	Alpha Laboratories, Inc.	.
ALRADN	.	Alrad Instruments, Inc.	.
AMBHYD	.	Amba Hydraulics, Inc.	.
AMBIRD	.	AmbiRad, Inc.	.
ANALXM	.	Analox Military Systems, Inc.	.
ANETCD	.	Anetic Aid, Inc.	.
ANSONT	.	Anson Tactical, Inc.	.
APEKSM	.	Apeks Marine Equipment, Inc.	.
APEXLN	.	Apex Linvar	.
APPLDS	.	Applied Scintillation Technologies, Inc.	.
APTCNT	.	APT Controls, Inc.	.
AQUALN	.	Aqualand, Inc.	.
AQUISS	.	Aquious - Stella Meta	.
ARBILN	.	Arbil, Inc.	.
ARBRNS	.	Arbra Instruments	.
ARDEXK	.	Ardex UK, Inc.	.
ARGONL	.	Argon Electronics (UK), Inc.	.
ARGUSF	.	Argus Fluidhandling, Inc.	.

Keying "#90 - Print Listing" will launch a printing program that prints a listing of reacords in the file. As with any printed report, you can modify the listing format to show the fields you select.

“#87. Add New” button.

Therefore, the new record will be initialized with some of the values from the prior record.

This can be very helpful. The reason is that new Suppliers – as is this example - usually share a lot of information with some of the existing Suppliers.

When adding new records, it is useful to initially select an existing record that will have similar characteristics. In this way, there will be less information to enter since some of the fields will not have to be changed.

NOTE #3:

Several fields will be initialized to “” or 0. Current account balance, date last purchase and year-to-date purchases are examples.

“#89 Delete This”

One very important consideration is to not DELETE a record that is linked to other files. However, this process will not actually remove the record – it will simply become de-activated. Were you to look at an old record related to this one, the deleted record would be found.

For example, if a customer record is deleted, then an old job for that customer were displayed, the customer information would be recalled.

After clicking “#89 Delete This”, the button turns RED and the caption changes to “#89 Confirm Delete”. The button must be clicked a second time to perform the deletion.

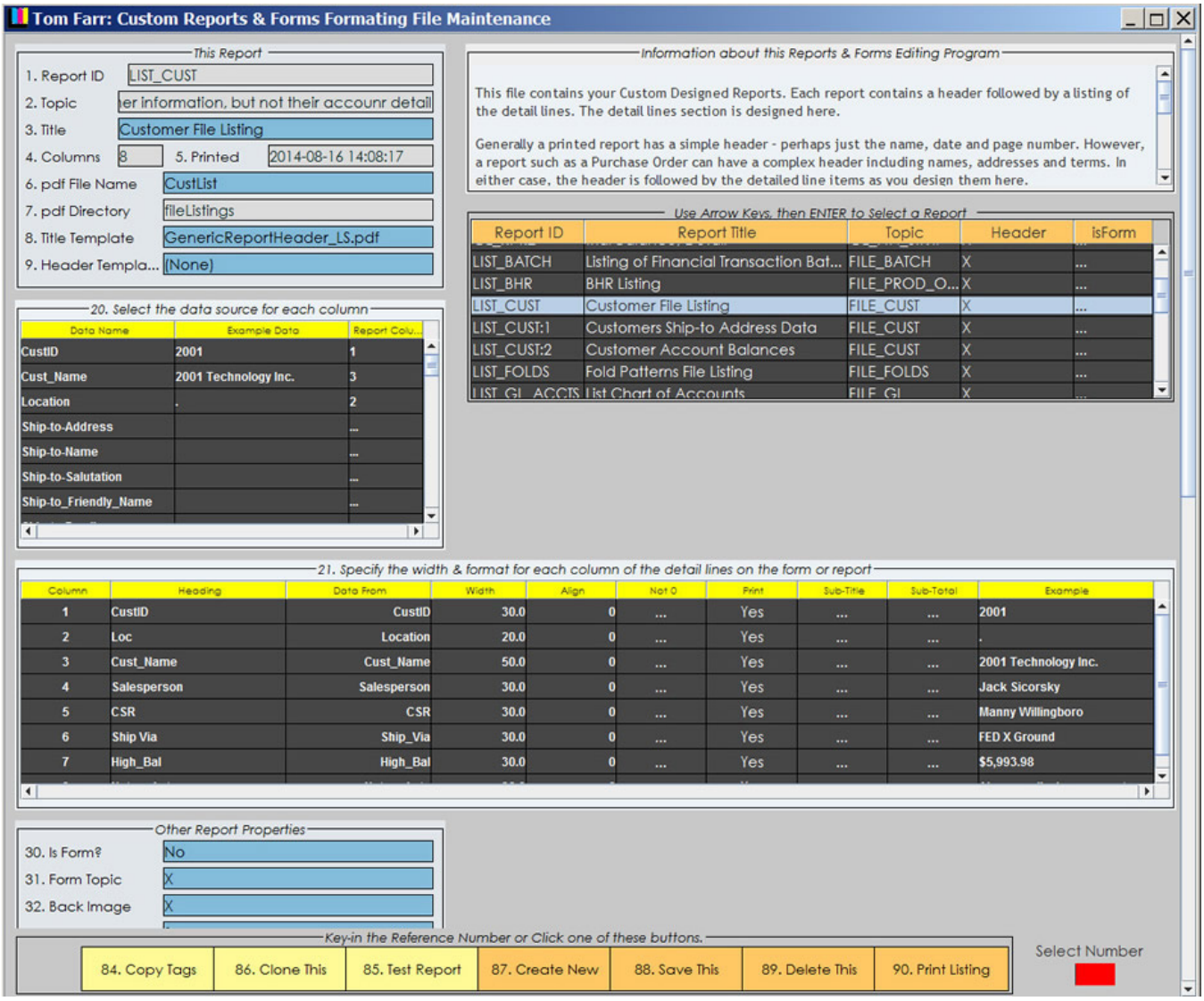
“#90 Print Listing”

After adding records to a Base File, or after doing other file maintenance functions, it is advisable to generate a printed list of the records in the file.

In this example, clicking “#90 Print Listing” will generate a generic report listing all suppliers in your file. The report may be titled “Supplier File Listing” and have the current date and time.

CUSTOM REPORTS, FORMS AND EMAILS

Information about printing reports, forms and automatically generating emails can be found in the User's Guide for App 005-30 "Custom Reports, Forms and Emails". This App is in the App Category of "System-Wide Apps" since it is a prerequisite for all other Apps.


Tom Farr: Custom Reports & Forms Formating File Maintenance
This Report
1. Report ID LIST_CUST
2. Topic er information, but not their accounr detail
3. Title Customer File Listing
4. Columns 8
5. Printed 2014-08-16 14:08:17
6. pdf File Name CustList
7. pdf Directory fileListings
8. Title Template GenericReportHeader_LS.pdf
9. Header Templa... (None)
Information about this Reports & Forms Editing Program
This file contains your Custom Designed Reports. Each report contains a header followed by a listing of the detail lines. The detail lines section is designed here.
Generally a printed report has a simple header - perhaps just the name, date and page number. However, a report such as a Purchase Order can have a complex header including names, addresses and terms. In either case, the header is followed by the detailed line items as you design them here.
Use Arrow Keys, then ENTER to Select a Report
Report ID | Report Title | Topic | Header | isForm
LIST_BATCH | Listing of Financial Transaction Bat... | FILE_BATCH | X
LIST_BHR | BHR Listing | FILE_PROD_O... | X
LIST_CUST | Customer File Listing | FILE_CUST | X
LIST_CUST:1 | Customers Ship-to Address Data | FILE_CUST | X
LIST_CUST:2 | Customer Account Balances | FILE_CUST | X
LIST_FOLDS | Fold Patterns File Listing | FILE_FOLDS | X
20. Select the data source for each column
Data Name | Example Data | Report Colu...
CustID | 2001 | 1
Cust_Name | 2001 Technology Inc. | 3
Location | . | 2
Ship-to-Address
Ship-to-Name
Ship-to-Salutation
Ship-to_Friendly_Name
21. Specify the width & format for each column of the detail lines on the form or report
Column | Heading | Data From | Width | Align | Not 0 | Print | Sub-Title | Sub-Total | Example
1 | CustID | CustID | 30.0 | 0 | Yes | 2001
2 | Loc | Location | 20.0 | 0 | Yes | .
3 | Cust_Name | Cust_Name | 50.0 | 0 | Yes | 2001 Technology Inc.
4 | Salesperson | Salesperson | 30.0 | 0 | Yes | Jack Sicorsky
5 | CSR | CSR | 30.0 | 0 | Yes | Manny Willingboro
6 | Ship Via | Ship_Via | 30.0 | 0 | Yes | FED X Ground
7 | High_Bal | High_Bal | 30.0 | 0 | Yes | $5,993.98
Other Report Properties
30. Is Form? No
31. Form Topic X
32. Back Image X
Key-in the Reference Number or Click one of these buttons.
84. Copy Tags
86. Clone This
85. Test Report
87. Create New
88. Save This
89. Delete This
90. Print Listing
Select Number

File listings as well as any other printed reports and forms can be modified according to your preferred formats by using the Custom Reports & Forms File Maintenance program shown here.

PROCESS TRACKING:

Apps that integrate with the accounting Apps, usually include programs that are called “computation” programs.

Examples include “Compute Sales Commissions” in the accounts receivable App and “Generate Recurring Payments” in the accounts payable App.

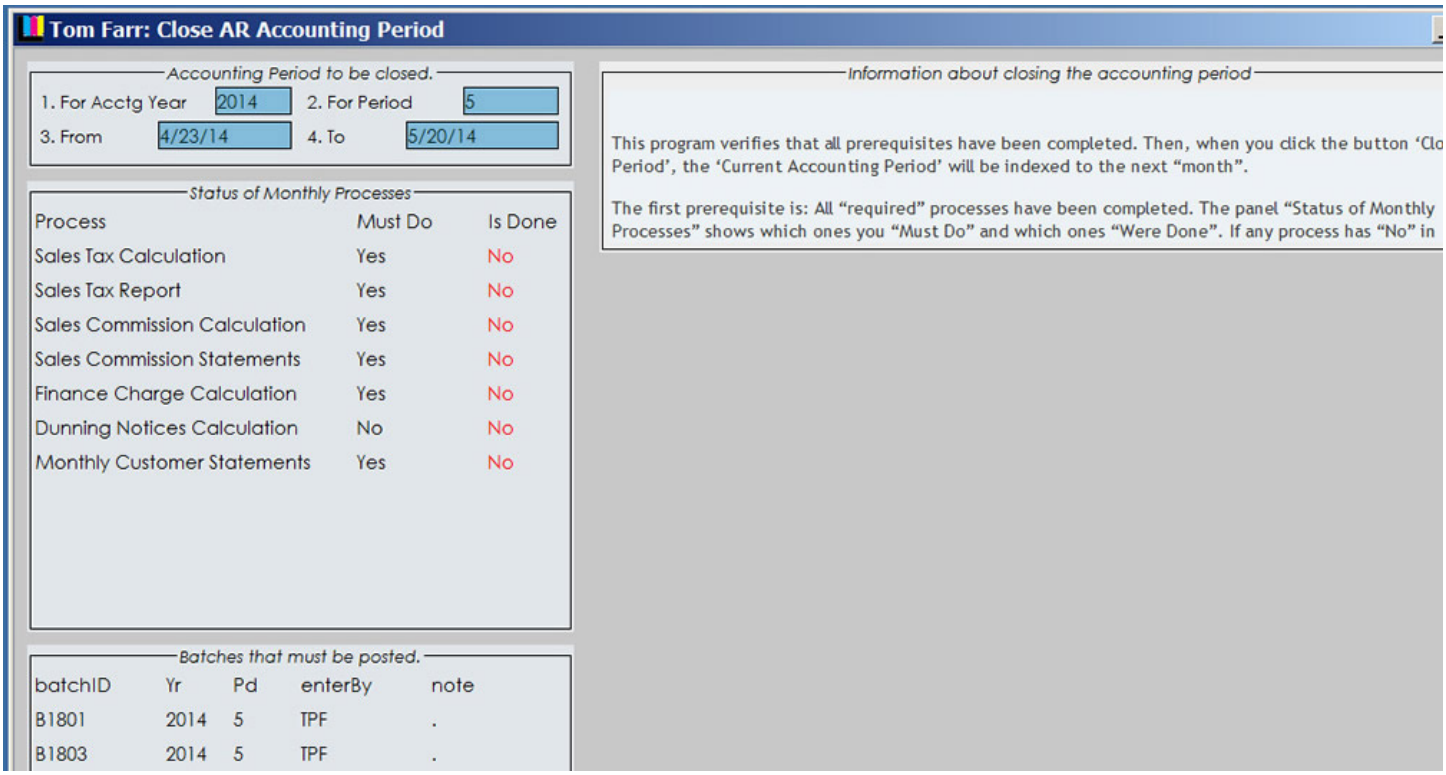
Such programs should be run each accounting period because they are part of a monthly process within their respective Apps.

The Livewire Apps monitor operations that should be done and those that have already been done within the current accounting period.

After these programs have completed their calculations and generated their transactions, the process is tagged as having been done.

A ‘Process’, as the term is used here, means running an important program that performs certain calculations or printing an important report or a form. For example, each month the ‘Accounting Period’ must be closed before you can print your “P&L Statement” – a very important financial document. Each of these is a ‘Process’ that must be done once each month.

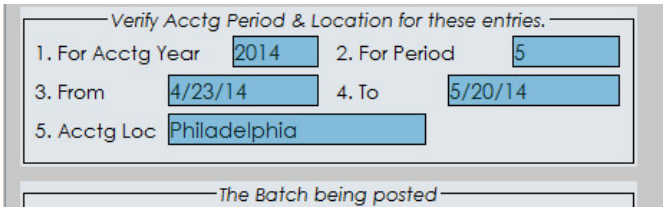
- When you run a ‘Process’, the time and date are logged in the Module’s ‘Settings Table’.


Tom Farr: Close AR Accounting Period
Accounting Period to be closed.
1. For Acctg Year 2014
2. For Period 5
3. From 4/23/14
4. To 5/20/14
Information about closing the accounting period
This program verifies that all prerequisites have been completed. Then, when you click the button ‘Clo
Period’, the ‘Current Accounting Period’ will be indexed to the next “month”.
The first prerequisite is: All “required” processes have been completed. The panel “Status of Monthly
Processes” shows which ones you “Must Do” and which ones “Were Done”. If any process has “No” in
Status of Monthly Processes
Process Must Do Is Done
Sales Tax Calculation Yes No
Sales Tax Report Yes No
Sales Commission Calculation Yes No
Sales Commission Statements Yes No
Finance Charge Calculation Yes No
Dunning Notices Calculation No No
Monthly Customer Statements Yes No
Batches that must be posted.
batchID Yr Pd enterBy note
B1801 2014 5 TPF .
B1803 2014 5 TPF .

Certain calculations must be performed each accounting period. Also, some reports should be run and filed in order to maintain good accounting records.

These ‘Processes’ are tracked to ensure they are done each accounting period. You have the option of indicating that certain process are excluded for your company in each Apps ‘Settings’ file maintenance..

- When you call a program to run a 'Process', the Module's 'Settings Table' is checked to see if it has already been run this accounting period. If so, a message is displayed. You have the option to override that notice and re-run the program. This may cause a problem: for example, you do not want to compute customer finance charges twice in one accounting period – this would double them.
- When you call the program to 'Close The Accounting Period', the Module's 'Settings Table' is checked to see if all Required Processes have been run. If not, you cannot close the accounting period.



Process such as computing recurring payments, computing sales commission reports and closing an accounting period must be done at certain times - these times relate to when your current accounting period begins and ends.

ACCOUNTING PERIODS:

The current 'Accounting Period' is the month during which the General Ledger financial transactions for your 'A/R' activities are being collected – but it does not have to be a calendar month. This is because, to calculate your 'Sales' (Income) and 'Expenses' for "the month", you must collect all the financial transactions that occurred during "the month". "The month" is also called the 'Accounting Period' or the 'Current Accounting Period'.

The current 'Accounting Year' - e.g. 2014 - and the current 'Accounting Period' - e.g. 05 (perhaps this is May) - are set in your 'G/L Settings' table. This period is automatically indexed each time you 'Close the Accounting Period'. The year is indexed when you 'Close the Accounting Year'.

There is a separate 'Accounting Year' and 'Accounting Period' for your 'A/R' activities. So, these may be different for your A/R activities, your A/P activities, your Payroll, your Work-in-process and your General Ledger activities.

Each of the 'Accounting Modules' must be closed separately. Then, after each of the subsidiary one have been closed, you can close your 'General Ledger' accounting period.

The 'Accounting Periods per Year' and the 'Year Beginning Date' are set in your 'G/L Settings' table. So, if you prepare your financial statements each month, this is set to "12" = 12 months per year. However, if you do your statements every four weeks, this is set to "13". Or, you could set it to "4" and print your statements each quarter. Usually the year begins on January 1, but you may start your accounting year on a different date.

Assuming you do monthly statements, logic would seem to imply that the 'Account Period' is closed when the month is over and the next month begins.

In other words, September would be closed on October 1 - right?

Well, not exactly.

The 'Accounting Period' is closed when your accountant closes it. This is, when a program called "Close Accounting Period" is run. Usually this is several days after the month ends.

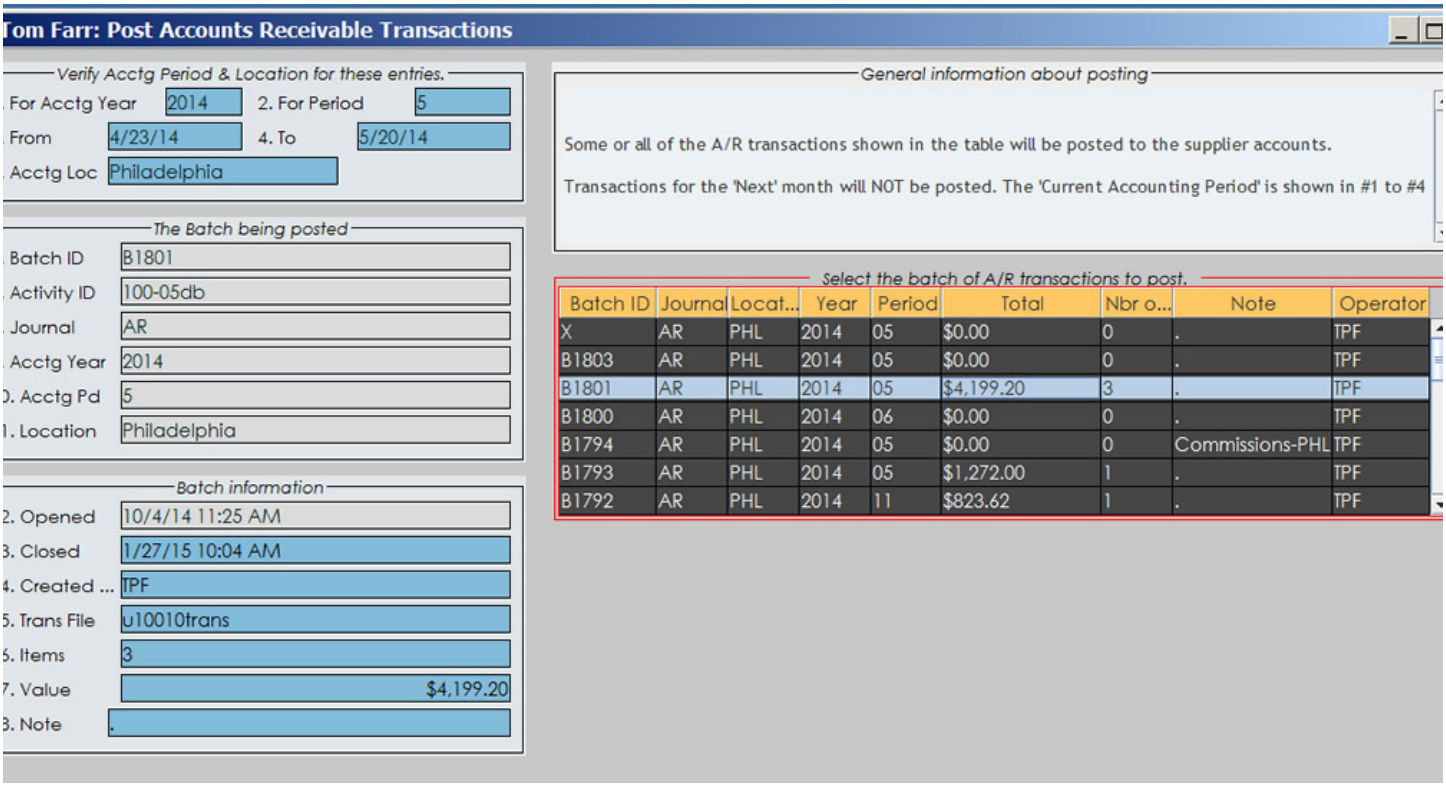
Why? Because your accountant has more stuff he wants to squeeze into the 'Current Accountant Period' - perhaps he wants to send out a large invoice to make sales look better for the month; or, he may discover stuff in the mail on the 5th of the month that relates to last month.

Figure 1

Whenever a 'Transaction' is entered into an accounting module, such as A/R, you must verify the accounting period – and the accounting location, if you have more than one business location.

BATCHES:

A 'Batch' is an accounting term. It means a group – or a batch – of transactions that have


Tom Farr: Post Accounts Receivable Transactions
Verify Acctg Period & Location for these entries.
For Acctg Year 2014
2. For Period 5
From 4/23/14
4. To 5/20/14
Acctg Loc Philadelphia
The Batch being posted
Batch ID B1801
Activity ID 100-05db
Journal AR
Acctg Year 2014
0. Acctg Pd 5
1. Location Philadelphia
Batch information
2. Opened 10/4/14 11:25 AM
3. Closed 1/27/15 10:04 AM
4. Created ... TPF
5. Trans File u10010trans
6. Items 3
7. Value $4,199.20
8. Note .
General information about posting
Some or all of the A/R transactions shown in the table will be posted to the supplier accounts.
Transactions for the 'Next' month will NOT be posted. The 'Current Accounting Period' is shown in #1 to #4
Select the batch of A/R transactions to post.
Batch ID Journal Locat... Year Period Total Nbr o... Note Operator
X AR PHL 2014 05 $0.00 0 . TPF
B1803 AR PHL 2014 05 $0.00 0 . TPF
B1801 AR PHL 2014 05 $4,199.20 3 . TPF
B1800 AR PHL 2014 06 $0.00 0 . TPF
B1794 AR PHL 2014 05 $0.00 0 Commissions-PHL TPF
B1793 AR PHL 2014 05 $1,272.00 1 . TPF
B1792 AR PHL 2014 11 $823.62 1 . TPF

In order to provide the best possible “audit trail”, all accounting operations are assigned a batch ID. Another reason to assign batch IDs is to enable working on “the current month” and “the next month” simultaneously. This is often necessary near the end-of-the-month, as an example.

been generated together, in the same manner, usually at the same time and usually by the same person.

Imagine if you received 5,000 checks per day. To keep things under control, you might break these into 10 batches of 500 checks in each batch and each batch might be processed by a different person. Then, each batch can be verified and double-checked separately.

Livewire automatically creates batches – you don’t have to do anything.

For example: Say Manny bills 10 – 15 jobs each day which creates 10 – 15 invoices. And, Moe posts 10 – 15 checks each day that come in the mail. And, Jack calculates ‘Finance Charges’ for customer accounts that are overdue and he enters some adjustments – debit and credit memos.

In this example, there would be three ‘Batches’ of ‘Transactions’ created. One would be Manny’s, one Moe’s and one Jack’s.

Good accounting practice would be for each person to print a listing of their ‘Batch’ of ‘Transactions’ each day when they have finished entering them. Then, verify the data they entered by comparing the total number of items and the total amount – sometimes accountants will also calculate a “hash total” by adding the check numbers or invoice numbers. These numbers are compared with the printout of what is actually in their computer ‘Batch’.

If an error is discovered, their entry can be edited to correct it. Usually this is done using the same program that was used to enter them. [There are exceptions: e.g. finance charges are automatically generated. If you need to ‘Reverse a Transaction’ that is a finance charge – i.e. to take it off the customer’s account – you must enter an offsetting credit using the ‘Enter Debit/Credit Memos’ program.]

When their ‘Batch’ of ‘Transactions’ has been verified as being correct, the ‘Batch’ is ‘Posted’ to the A/R accounts. ‘Posting’ means “committing” the transactions. The ‘Posting’ process actually puts the new transaction data into the Custom-

er's accounts, the General Ledger and the Sales History data tables.

Now, we don't want Manny to post Moe's transactions and we don't want to post any transactions until they have been verified for any data-entry errors. So, Manny should post his own 'Batch' of 'Transactions' when he is ready.

Posting Batches:

'Posting' the transactions is done by running the program 'Post Transactions'.

For more detailed information about 'Batches' and 'Posting' refer to the section "Calculations & Details", below.

Closing the period:

Within Livewire, the 'Accounting Period' is closed when you run the program 'Close Acctg Period'.

Usually this is done a few days after the last day of the accounting period. So, if your accounting periods are the calendar months, you would usually close A/R and the other accounting modules a few days into the next month. This gives you a few days to finish the end-of-month functions and get the last-minute job billings finished.

This program verifies that all prerequisites have been completed, then the 'Accounting Period' will be index to the next "month". On the last period of the year, the 'Accounting Year' will be indexed and the current period will be set to "1".

These must be completed before the period can be closed, unless you have indicated that you do not plan on doing the particular process:

- Calculated and posted finance charges.
- Calculated and printed Sales Tax Report
- Calculated Sales Commissions.
- Printed 'Customer Statements"
- All A/R batches have been posted.

In your 'A/R Settings' table, you can indicate that you do not plan on doing certain monthly processes by entering a "N" on line #4. In this case, they will not be required before closing the accounting period.

Line #5 shows the last accounting year and period for which the process was completed.

When the accounting period is closed, the following things are done:

- The accounting period is index by +1.
- If the current accounting period is the last period of the year, the accounting year is indexed to the next year and the period is set to "1".
- Sales History for both the salesperson and the sales territories are maintained by accounting period. Accordingly, all future sales will be logged into the next accounting period bracket.
- A/R functions for the next accounting period will become available. That is, posting finance charges - as an example - can only be done once per accounting period. The accounting period cannot be closed until this process has been done. Then, once the period has been closed, the finance charges for the next period can be processed.

  Generally, these processes should be done just before closing the period. So, shortly before closing the period you would normally calculate and post finance charges, calculate sales commissions, calculate and print sales tax reports. Then – so the new finance charges will be included – print customer statements.
- Any new 'Transactions', after closing the current period, will go into the next accounting period unless you specifically specify them as "prior period entries".
- The General Ledger accounting period will be notified that the A/R period has been closed. The General Ledger accounting period cannot be closed until the A/R, A/P, Payroll and Work-in-process functions have all been closed.

Closing the year:

When the last accounting period of the accounting year is closed, certain extra functions are done in addition to the monthly closing functions.

No additional action on your part is required.

At the end of the A/R accounting year the following are done:

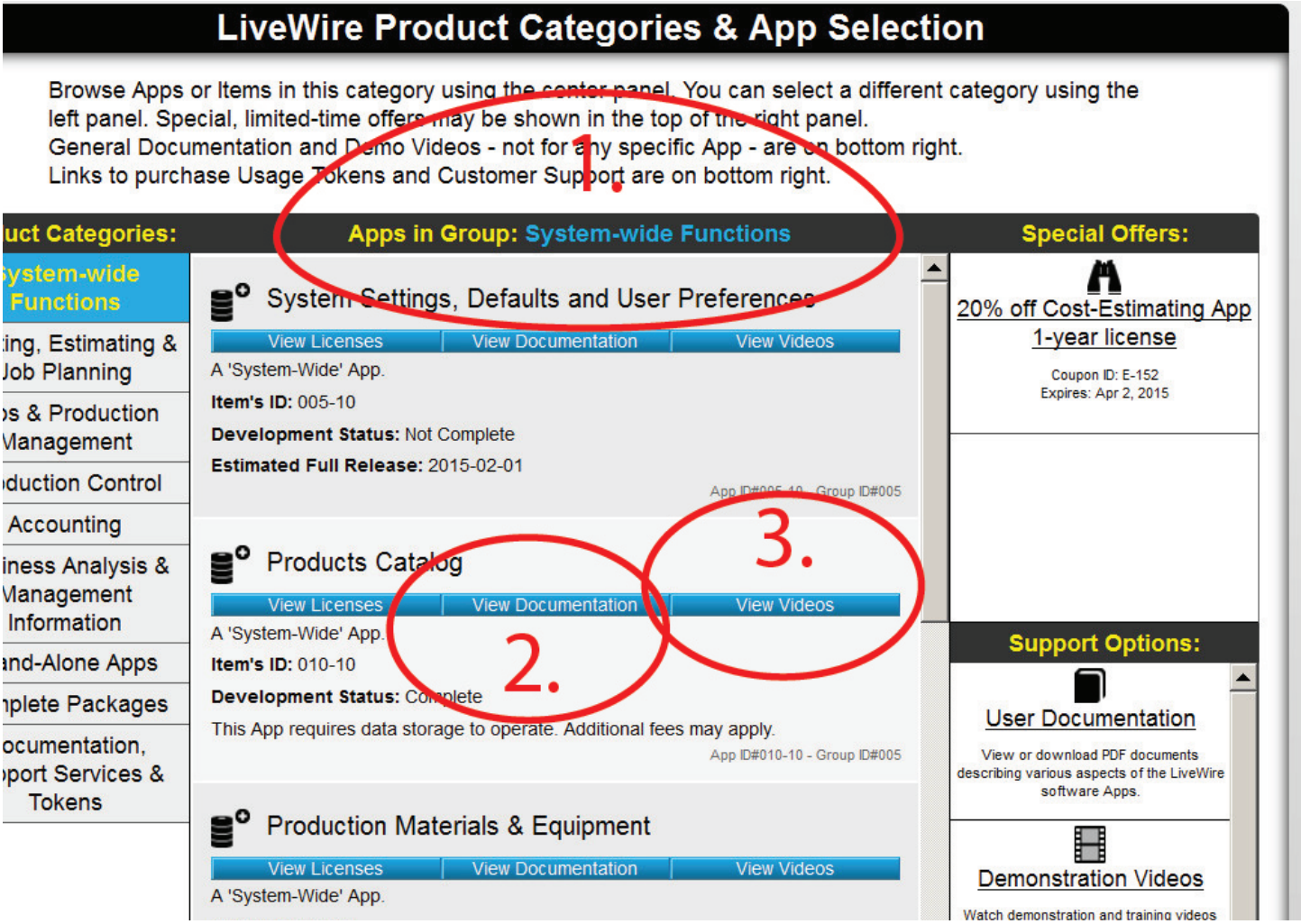
- For each salespersons and each Sales Territory the year-to-date sales history – a table showing sales quota and actual sales for each accounting period of the year – is transferred to “last year’s” history and the current year-to-date history is set to zero.

FINDING HELP AND DOCUMENTATION

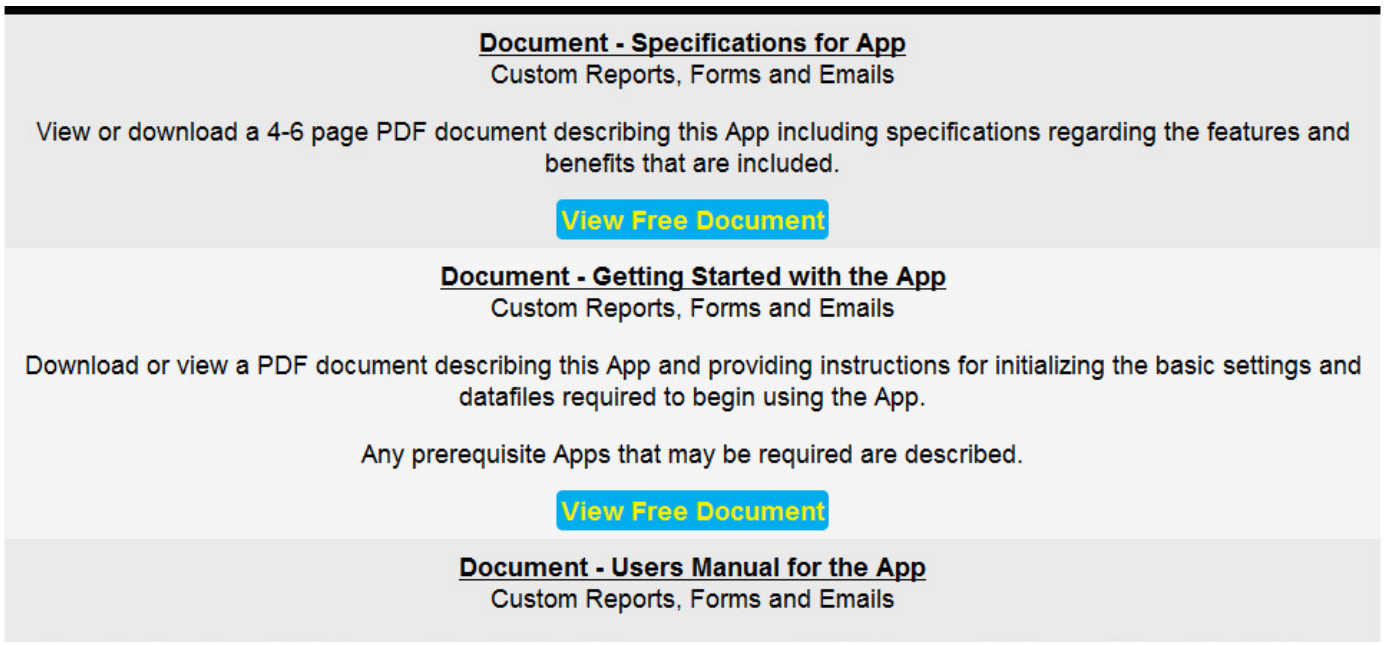
Help and user documentation can be found on the Livewire website.

LivewireSoftware.com

1. Click this link for the Frequently Asked Questions (FAQ).
2. Click this link to display the LiveWire Product Categories & App Selection. This is shown in this image.
3. To access documentation and demonstration videos for Apps, you first select an App Category as shown in the center panel of this image. The circled category is “System-wide Functions”. All Apps are grouped into one of the App Categories, so click link on this one or any of the other App Categories.
4. This shows the link to click on for documentation that is general in nature – that is, documentation that applies to all Apps and general information relating to this website, getting started and Livewire policies.


LiveWire Product Categories & App Selection
Browse Apps or Items in this category using the center panel. You can select a different category using the left panel. Special, limited-time offers may be shown in the top of the right panel.
General Documentation and Demo Videos - not for any specific App - are on bottom right.
Links to purchase Usage Tokens and Customer Support are on bottom right.
uct Categories:
Apps in Group: System-wide Functions
Special Offers:
ystem-wide Functions
ing, Estimating & Job Planning
s & Production Management
duction Control
Accounting
iness Analysis & Management Information
nd-Alone Apps
plete Packages
ocumentation, port Services & Tokens
System Settings, Defaults and User Preferences
View Licenses
View Documentation
View Videos
A 'System-Wide' App.
Item's ID: 005-10
Development Status: Not Complete
Estimated Full Release: 2015-02-01
Products Catalog
View Licenses
View Documentation
View Videos
A 'System-Wide' App.
Item's ID: 010-10
Development Status: Complete
This App requires data storage to operate. Additional fees may apply.
App ID#010-10 - Group ID#005
Production Materials & Equipment
View Licenses
View Documentation
View Videos
A 'System-Wide' App.
1.
2.
3.
20% off Cost-Estimating App 1-year license
Coupon ID: E-152
Expires: Apr 2, 2015
Support Options:
User Documentation
View or download PDF documents describing various aspects of the LiveWire software Apps.
Demonstration Videos
Watch demonstration and training videos

Each App has a page showing the available documentation for the App and another page showing the available demonstration videos.


Document - Specifications for App
Custom Reports, Forms and Emails
View or download a 4-6 page PDF document describing this App including specifications regarding the features and benefits that are included.
View Free Document
Document - Getting Started with the App
Custom Reports, Forms and Emails
Download or view a PDF document describing this App and providing instructions for initializing the basic settings and datafiles required to begin using the App.
Any prerequisite Apps that may be required are described.
View Free Document
Document - Users Manual for the App
Custom Reports, Forms and Emails

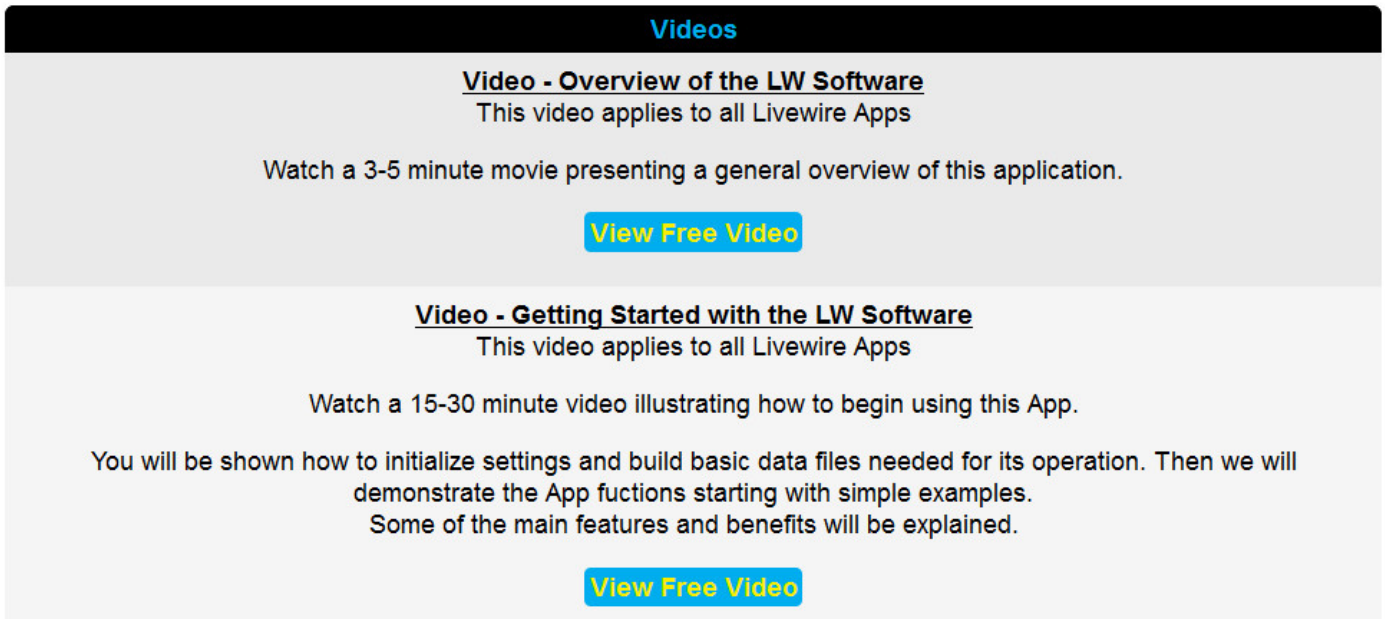
5. This shows the link to click on for Demonstration Videos that are general in nature – that is, videos that apply to all Apps and general information relating to this website, getting started and Livewire policies.

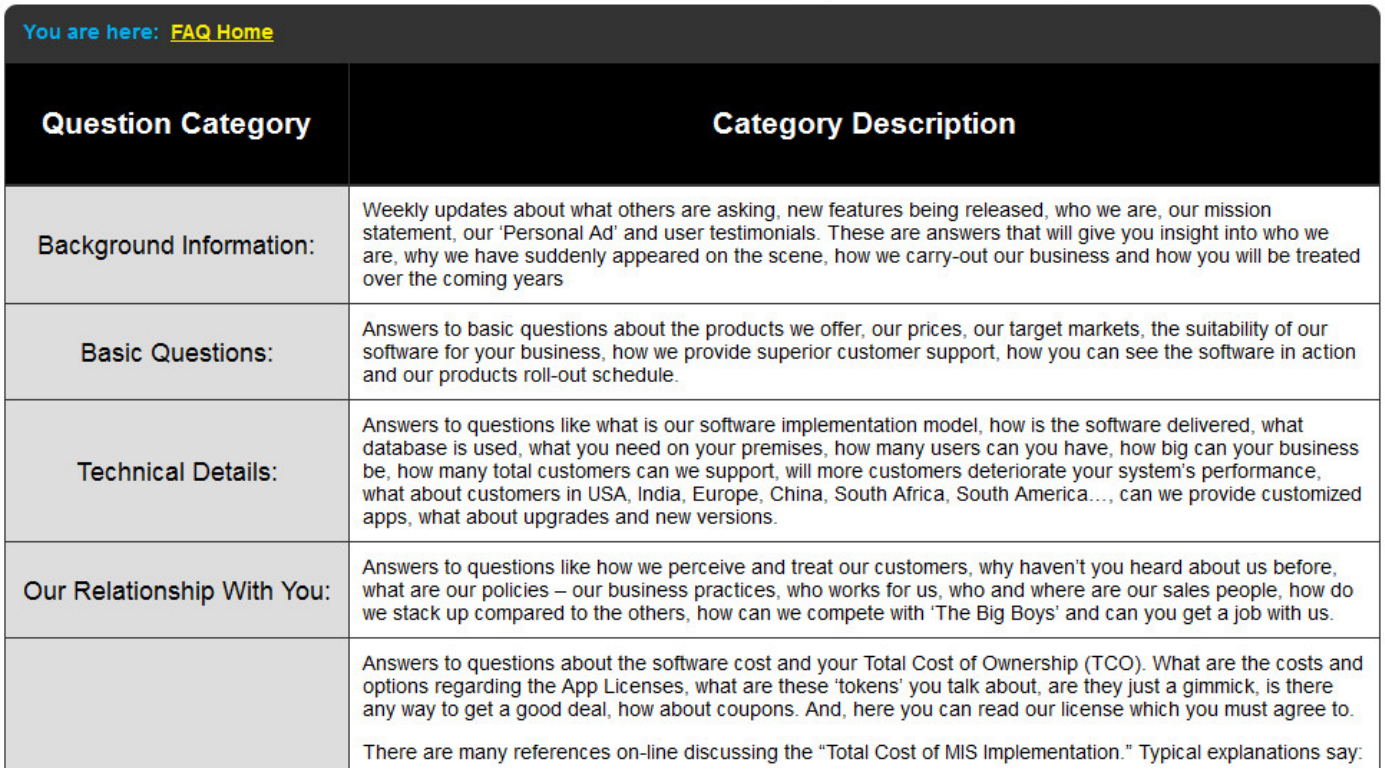
After clicking on one of the App Categories, such as the one circled with Reference Number 3, the screen display changes to show the Apps in that selected category.

1. After selecting and clicking on the App Category “System-wide Functions”, the Apps contained in that category are displayed.
2. For each App, there is a button labeled “View Documentation”. Click that button to see the documentation available for this App.
3. Also, for each App, there is a button labeled “View Videos”. Click that button to see the videos available for this App.

Documentation selection screen.

Referring back to the first image, reference number 4 can be clicked to see all Documen-


Videos
Video - Overview of the LW Software
This video applies to all Livewire Apps
Watch a 3-5 minute movie presenting a general overview of this application.
View Free Video
Video - Getting Started with the LW Software
This video applies to all Livewire Apps
Watch a 15-30 minute video illustrating how to begin using this App.
You will be shown how to initialize settings and build basic data files needed for its operation. Then we will demonstrate the App fuctions starting with simple examples.
Some of the main features and benefits will be explained.
View Free Video



You are here: FAQ Home

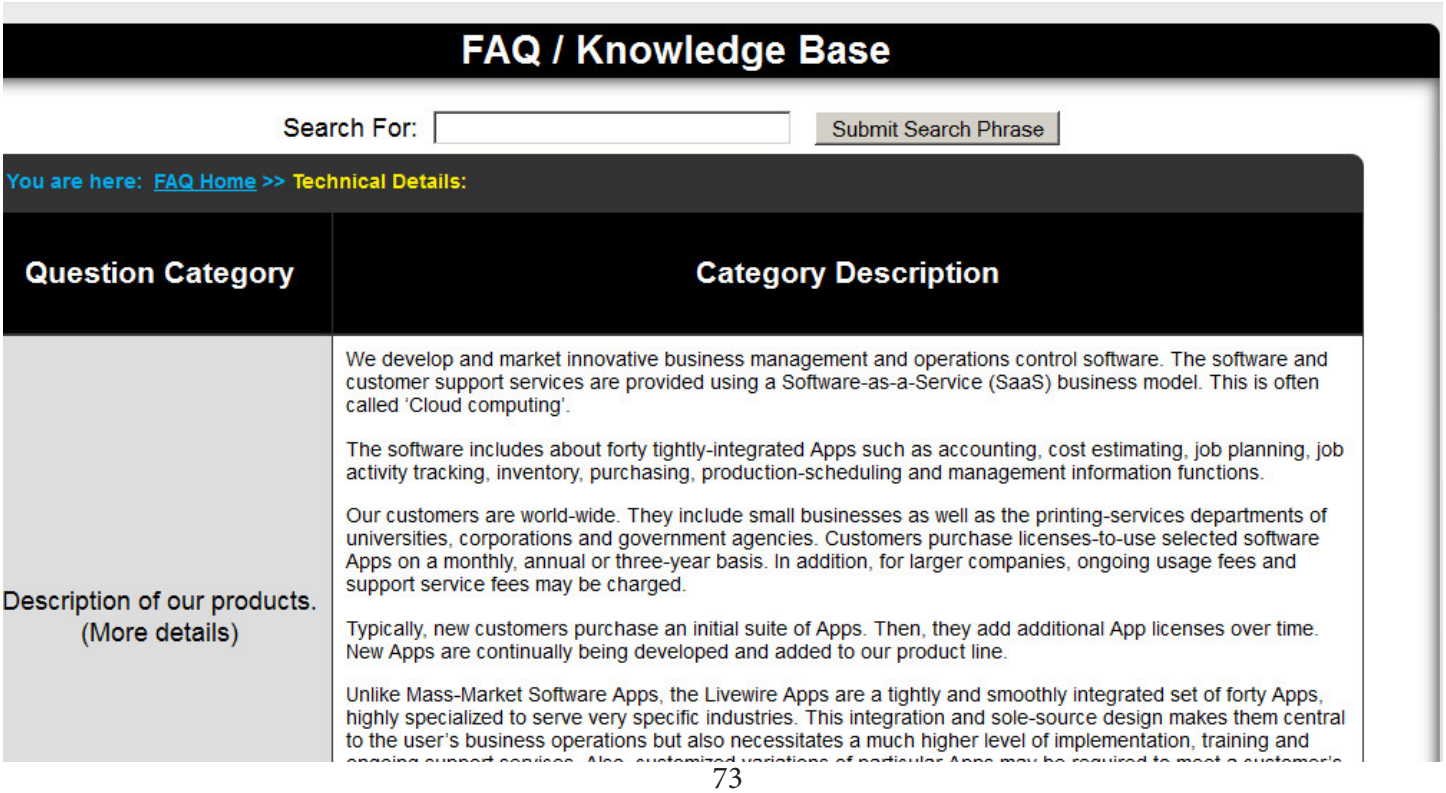
Question Category	Category Description
Background Information:	Weekly updates about what others are asking, new features being released, who we are, our mission statement, our 'Personal Ad' and user testimonials. These are answers that will give you insight into who we are, why we have suddenly appeared on the scene, how we carry-out our business and how you will be treated over the coming years
Basic Questions:	Answers to basic questions about the products we offer, our prices, our target markets, the suitability of our software for your business, how we provide superior customer support, how you can see the software in action and our products roll-out schedule.
Technical Details:	Answers to questions like what is our software implementation model, how is the software delivered, what database is used, what you need on your premises, how many users can you have, how big can your business be, how many total customers can we support, will more customers deteriorate your system's performance, what about customers in USA, India, Europe, China, South Africa, South America..., can we provide customized apps, what about upgrades and new versions.
Our Relationship With You:	Answers to questions like how we perceive and treat our customers, why haven't you heard about us before, what are our policies – our business practices, who works for us, who and where are our sales people, how do we stack up compared to the others, how can we compete with 'The Big Boys' and can you get a job with us.
	Answers to questions about the software cost and your Total Cost of Ownership (TCO). What are the costs and options regarding the App Licenses, what are these 'tokens' you talk about, are they just a gimmick, is there any way to get a good deal, how about coupons. And, here you can read our license which you must agree to. There are many references on-line discussing the "Total Cost of MIS Implementation." Typical explanations say:

tation that is general in nature – that is, documentation that applies to all Apps and general information relating to this website, getting started and Livewire policies.

Also, referring back to the first image, reference number 5 can be clicked to see all Demonstration Videos that are general in nature – that is, videos that apply to all Apps and general information relating to this website, getting started and Livewire policies.

The Frequently Asked Questions (FAQ) section of the website contains a great deal of information about Livewire and the Apps.

Click the link labeled #1 to open the FAQ display



FAQ / Knowledge Base

Search For: Submit Search Phrase

You are here: FAQ Home >> Technical Details:

Question Category	Category Description
Description of our products. (More details)	We develop and market innovative business management and operations control software. The software and customer support services are provided using a Software-as-a-Service (SaaS) business model. This is often called 'Cloud computing'. The software includes about forty tightly-integrated Apps such as accounting, cost estimating, job planning, job activity tracking, inventory, purchasing, production-scheduling and management information functions. Our customers are world-wide. They include small businesses as well as the printing-services departments of universities, corporations and government agencies. Customers purchase licenses-to-use selected software Apps on a monthly, annual or three-year basis. In addition, for larger companies, ongoing usage fees and support service fees may be charged. Typically, new customers purchase an initial suite of Apps. Then, they add additional App licenses over time. New Apps are continually being developed and added to our product line. Unlike Mass-Market Software Apps, the Livewire Apps are a tightly and smoothly integrated set of forty Apps, highly specialized to serve very specific industries. This integration and sole-source design makes them central to the user's business operations but also necessitates a much higher level of implementation, training and

section of the website.

The opening screen of the FAQ/Knowledge Base section of the website.

The FAQ section of the website contains a great deal of information about Livewire Software and the Livewire Apps.

By clicking on one of the Question Category links, the FAQs will be expanded to show sib-categories.

So, if the category “Technical Details” is clicked, the following display will appear:

> And, when a set of sub-categories is displayed, you can again click on one of the sub-categories to see the questions and answers on file.